HUMAN INSTINCTS, EVERYDAY LIFE, AND THE BRAIN

A paradigm for understanding behavior

Volume Five

Establishing consistency

Case examples: #3590 - #5132

A research series by Richard H. Wills

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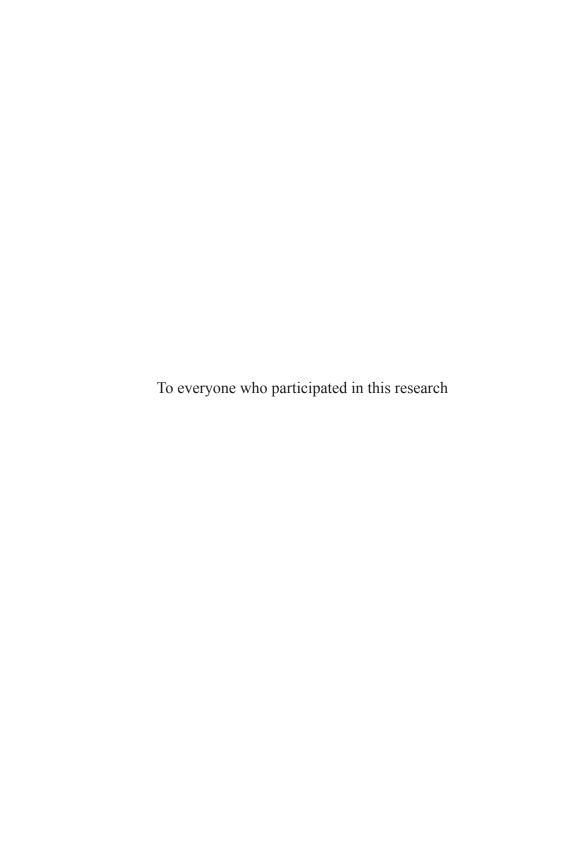
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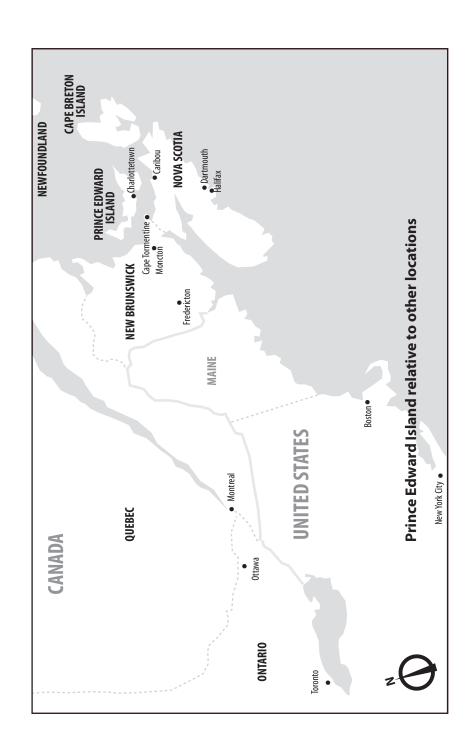
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1. INTRODUCTION TO THIS SERIES

Volume One

Volume One in this series contains a list of implications; photographs; a theoretical introduction; five chapters on specific behaviors in response to instincts, or feelings; and a discussion of a) the study of behavior, and b) human perception of nonhumans. The five chapters on specific behaviors deal with seeking positive reactions; avoiding embarrassment, criticism, and rejection; and not hurting others. A short summary of Volume One is provided in the next few paragraphs.

Feelings act as instincts in humans and other species. Feelings are designed to help us obtain and protect resources. Feelings are a more reliable means of directing our behavior than are learning, memory, culture, and conscious thought. Instead, we use learning, memory, culture, and conscious thought as means to satisfy our feelings. We seek positive feelings and avoid negative feelings. Positive feelings occur in the form of pleasure, which is provided by a variety of sources, including positive reactions from others, pleasant stimulation, the achievement of goals, and sex. Negative feelings include loneliness; anxiety; envy; anger; and hurt from criticism, rejection, embarrassment, and self-criticism. Feelings involve an increase of tension or a release of tension. Tension and the increase of tension are experienced as hurt, and the release of tension is experienced as pleasure. People engage in specific behaviors in response to positive and negative feelings. The five behaviors which are dealt with in Volume One are seeking positive reactions, avoiding embarrassment, avoiding criticism, avoiding those who reject us, and trying to help others. Each of these is considered in turn below.

People want positive reactions from others, and try to get them in a multitude of ways. People seek positive reactions in order to avoid loneliness and to experience pleasure. When people receive the kinds of positive reactions they want from the individuals they want them from,

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they feel pleasure and they cease to feel lonely. People establish relationships in order to obtain a steady supply of positive reactions. Those who provide a person with positive reactions usually provide the person with resources. Resources include food, shelter, protection, help, money, stimulation, and sex. Those who do not provide a person with positive reactions usually do not provide the person with resources. Therefore, the ability to get positive reactions from a person serves as an early indicator that one is likely to get resources from the person. People provide others with positive reactions and resources in order to get both positive reactions and resources from them. When people experience pleasure they smile and laugh. Smiling and laughing are desired positive reactions, and people do things for others in order to receive smiles and laughs.

People are embarrassed when others know they have done something that is disapproved of. Embarrassment is a punishing experience because it hurts. People try to avoid embarrassment in order to avoid hurt. In order to avoid embarrassment, people a) avoid doing the things that others disapprove of, and b) try to keep others from finding out what they do that others disapprove of. When a person is disapproved of, others are less willing to give the person resources. Embarrassment acts as an early warning system. It notifies us that we are in a situation which is likely to cause others to cut off our resources. When we avoid embarrassment we avoid alienating others and losing resources.

People try to avoid criticism from others. Criticism hurts, and people avoid criticism in order to avoid hurt. When a person is criticized, other people are already reducing that person's resources or making plans to do so. Therefore the more sensitive a person is to criticism and the possibility of receiving it, the more the person tries to avoid criticism, and the better the person protects his or her resources.

People reject others because their own resources are limited. If they give their resources to everyone who wants them, they will not have them available for themselves and those they want to give them to. People usually do not experience hurt when they reject others. However, those who are rejected do experience hurt. Because of this hurt, people normally avoid those who reject them. This enables them to stop wasting time and energy continuing to try to get resources from those who are unlikely to provide them. Instead, people seek resources from those

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who do not reject them and are much more likely to provide them with resources.

When people hurt others, cause them to lose resources, or fail to help them, they often criticize themselves. Self-criticism, or guilt, is a punishing feeling. It hurts. Therefore people try to avoid hurting others in order to avoid feeling hurt themselves. People spend most of their time with a small number of people and receive most of their resources from them. It is very much in their interest that they do not damage these people or alienate them. When they take good care of their human resources they are likely to continue receiving resources from them. It is an expensive process to try to establish relationships with new people in order to receive the same resources that one was already receiving. When people feel hurt, they cry, cry out, or want to do so. When they cry they notify others that they are being hurt and need help. When they cry they are more likely to cause those who are hurting them, or who could help them, to feel guilty. Therefore crying helps people protect themselves from being hurt and enables them to get help.

Volume Two

Volume Two contains an updated and expanded list of implications; photographs; and chapters on five other specific behaviors in response to instincts, or feelings. The behaviors which are dealt with are conserving time and energy, protecting self and resources, removing physical discomfort, taking precautions, and trying to get what others have. Each of these behaviors is discussed below.

People seek to conserve time and energy. They try to expend a minimum amount of time and energy in their physical and mental activities. The feeling which encourages them to do so is hurt. People employ tension in order to exert themselves (to act), and they experience tension as hurt. Therefore, people feel hurt when they exert themselves, and they try to avoid this feeling by exerting themselves as little as possible. This hurt is intensified by fatigue. People engage in activity because the hurt

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or pleasure they experience from other feelings overrides the hurt they feel from exertion. When people do exert themselves, they try to spend as little time as possible in an activity, because they feel hurt from exertion and they feel anxious about all the other things they have to do. As a result of hurt and anxiety, people employ numerous tactics to conserve time and energy. People experience hurt and anxiety when they first consider effort. This provides them with the maximum amount of time in which to conserve time and energy.

People normally go to considerable effort to protect themselves and their resources when they are actually threatened. They seek to protect themselves from attack and mistreatment, and they attempt to protect their resources from being taken by others. The resources they try to protect include food and water, time and energy, property, possessions, jobs, money, reputation, sex, positive reactions, relationships, stimulation, and self-image. People view their resources as an extension of themselves. Therefore, when people protect their resources, they protect themselves. The feeling which encourages people to protect themselves and their resources is anger. Anger enables people to act aggressively. It helps them challenge and drive away others. As a result anger often enables people to protect themselves and maintain access to their resources. People feel anger as soon as they realize others are trying to attack them or take their resources. This often allows them to respond quickly enough to protect themselves and their resources. Signs of anger enable a person to communicate the message, "Don't mess with me, because I can get violent," to others. Anger is an activator. Anger frequently produces fear in those it is directed against that they may be hurt, and it often causes them to retreat. Another feeling, anxiety, also helps people protect themselves and their resources. People feel anxiety when they think they might be harmed or lose resources, whereas they feel anger when they are in the process of being harmed or losing resources or just after it has happened. Anxiety helps people avoid future threats, whereas anger helps people protect themselves and their resources from present threats. (Anxiety is considered in Volume Two in the chapter on Taking Precautions.)

People experience a variety of types of physical discomforts at different times. These include hunger, thirst, hot, cold, itching, soreness, aches, pain, and fatigue. They also feel irritation as a result of a clogged

Volume Two

nostril or ear, a particle between their teeth, something in their eye, or an object which abrades or pushes into their skin. In addition, they feel discomfort when they need to breathe, urinate, or defecate. People feel bothered by physical discomforts and they seek to remove discomforts as they experience them. By removing physical discomforts, people prevent damage to their bodies.

People are very much concerned with taking precautions. They take precautions to protect themselves and their resources. People take countless precautions to better ensure that they get food, water, and shelter; conserve time and energy; protect themselves from various dangers; avoid accidents; obtain stimulation; protect possessions; avoid negative reactions from others; and keep their sources of positive reactions. People take precautions by avoiding threats, removing threats, and reducing threats. The feeling that drives people to take precautions is anxiety. Anxiety involves an increase in tension. It is a punishing feeling which often dominates a person's consciousness. People experience numerous anxieties, or worries, about threats to themselves and their resources. People take precautions in order to reduce anxiety and to prevent anxiety from occurring. As a result of anxiety and taking precautions, people better protect their bodies and their resources. A great many precautions are instituted by groups and societies to better protect their members and their interests. People experience anxiety as soon as they become aware of a potential threat. This provides them with a maximum amount of time in which to take precautions.

People frequently try to get what others have. This may be positive reactions, possessions, advantages, experiences, relationships, accomplishments, and anything else that others have but they do not. The feeling which motivates people to try to get what others have is envy. Envy motivates people to focus on resources which others have that they do not, and to endeavor to acquire these resources for themselves. They may try to take a resource from the person who has it, get the person to share the resource with them, get those who distribute the resource to give them a share, or find another way to obtain the same resource, such as buying it or making it. The feeling of envy notifies people that someone has succeeded in getting a resource that they would like to have too. Envy encourages people to obtain the same resources that others have and encourages them to exploit the resources that are available.

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Volume Three

Volume three contains a chapter on an additional specific behavior which occurs in response to instincts, or feelings. The behavior is seeking sex.

People engage in sex in order to experience pleasure. As a result of engaging in sex, people tend to procreate and maintain proximity to those they mate with. When they maintain proximity, they are likely to provide their mate and offspring with resources and receive resources from them. People seek to establish a relationship with a sexual partner in order to obtain a regular supply of resources for themselves and their offspring. These resources include food, shelter, money, help, and protection, as well as sex.

This volume examines numerous efforts that people make to obtain sex and relationships. People employ a variety of models to help them obtain sexual experiences and establish relationships. Two dominant cultural models are examined. These are *A female should not appear promiscuous* and *A male should not appear effeminate*.

Volume Four

Volume four deals with using models. It contains photographs, an updated list of implications, and five exercises for the reader.

We use models in everything we do. Models structure physical and mental behavior. They enable us to act in a purposive way. Models are the vehicles people use to satisfy their feelings. Models allow us to recognize phenomena, form explanations and objectives, and specify what to do and establish priorities. People use models when they recognize phenomena, observe what is happening, develop explanations, make plans, choose between alternatives, conduct activities, communicate to others, talk to themselves, read, hold attitudes and beliefs, and recognize and satisfy

Volume Four

feelings. There are an infinite number of models, and new ones are constantly being developed. Without models, behavior is random. Models are based on mental images. With a language, sounds and words are associated with our mental images.

We employ one model at a time. When we employ models, we consider alternatives; select one of the alternatives; seek to employ it; recognize obstacles, difficulties, and problems; deal with these obstacles, difficulties, and problems; and monitor our progress. People have a single-focus mind and can only focus on one model at a time. When people focus on one model, they do not recognize other models.

A primary task of consciousness is to recognize, select, and apply models. People are consciously aware of one model at a time. The previous model must be discarded or dissolved in order to formulate and focus on a new model within consciousness. The primary role of consciousness is adding, dropping, and rearranging specific behaviors. Consciousness enables us to consider and decide which behaviors to add, drop, or rearrange.

Other species require models for the same reasons that humans require them. Models enable animals to structure behavior. Models make it possible to recognize specific phenomena, interpret events, make plans, choose between alternatives, set objectives, achieve goals, recognize problems, solve problems, communicate to others, recognize feelings, and satisfy feelings. Models are based on mental images of sensory experiences. Therefore it is not necessary to employ language when one uses models. If the use of models required words and language, then a species without words and language would be incapable of recognizing specific phenomena, interpreting events, making plans, choosing between alternatives, setting objectives, achieving goals, recognizing problems, solving problems, communicating with others, recognizing feelings, and satisfying feelings. However, other species operate as quickly and efficiently as humans do.

Without models behavior would be random. Animals would wander about willy-nilly without purpose. Clearly this is not what happens. When one observes an animal one sees it engage in purposive behavior. One may see the animal travel directly from one point to another, hunt for food, hide or run to escape a predator, carry food home, eat or drink,

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build a home, seek a mate, get food for its young, protect its young from predators, and train its young to survive. These are intentional activities, not random ones.

Animals live in a complex, uncertain world, and must constantly make decisions to try to obtain and protect resources and to avoid threats. Consciousness is an animal's decision-making apparatus. Any species that makes decisions has consciousness. Animals require consciousness for the same reasons humans require consciousness. Consciousness enables various species to decide to add, remove, and rearrange behaviors. As a result they intentionally change their behavior. Also, consciousness operates as a focusing mechanism. It enables the members of a species to hold a subject in their minds and to consider other factors relative to it. Consciousness permits the members of different animal species to focus on, identify, consider, and understand specific phenomena; to focus on a feeling, identify it, and deal with it; to focus on an objective and keep it in mind while they pursue it; to identify submodels and keep them in mind as they use them; to focus on and identify obstacles, difficulties, and problems and decide how to deal with them; to focus on and consider alternative models and submodels and decide which ones to use: to focus on, identify, and alter priorities; and to focus on and monitor what they are doing and how successful they are. Without consciousness members of animal species would be unable to conduct these activities. Humans have consciousness because humans are animals

Volume Five

Volume five, this volume, deals with establishing consistency with one's models. Establishing consistency is the process by which people act. People act by changing reality – their environment, other people, and themselves – to be consistent with their personal models. When people encounter inconsistency between reality and their personal models, they experience tension. People act in order to remove this tension. They act by changing reality to be consistent with their personal models. Thus they

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change their environment, other people, and themselves to correspond to their models.

Establishing consistency is also the process by which people select, reject, and switch models. People select models which are consistent with their other models. They reject models which are inconsistent with their other models. People switch models by adopting those models that are more consistent with their other models, and dropping those that are less consistent.

Numerous quotes are given in the volumes in this series, including this volume. These quotes were gathered from people on Prince Edward Island. A small percentage of the material deals with experiences that people on Prince Edward Island have had in other Canadian provinces and in other countries. The person quoted is not identified by age and occupation, because in most cases the person would not want this information known. Given the small size of the province, the amount of information that people know about each other, and the effort they put into learning more about others, facts such as age and occupation would confirm the identity of many of those quoted. Unimportant details in the quotes and case studies are sometimes changed to protect the identities of the subjects.

In this volume case examples are numbered consecutively starting with #3590 and ending with #5132. Case examples are numbered consecutively in the volumes in this series: Volume One (#1 through #1155), Volume Two (#1156 through #2272), Volume Three (#2273 through #2890), and Volume Four (#2891 through #3589). An index of case examples is included in each volume.

2. IMPLICATIONS OF THIS RESEARCH

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Feelings as instincts

Introduction

This is a partial list of ideas, or models, which have been produced by the research to date. These ideas result from the research reported in Volumes One through Five and from the research which is currently in progress which has not yet been published. This is a working list which will certainly change as the research proceeds. There will be alterations, deletions, and additions to this list.

Feelings as instincts

- 1. Humans have biologically programmed feelings.
- 2. These feelings are present in all members of the species.
- 3. Feelings act as instincts.
- 4. Most instincts in humans and other animal species are experienced as feelings.
- 5. Responses to feelings in nonhuman animal species have been interpreted as instincts.
- 6. Feelings explain most of the behavior in humans and other animal species.
- 7. Feelings provide the motivational system of a species with voluntary movement.

- 8. Evidence that a species responds to any feeling, such as discomfort (hunger, thirst) or anxiety (running from threats, hiding from threats), indicates that the species responds to other feelings too.
- 9. Our behavior is directed by feelings, rather than by reason and learning. Reason and learning are used to help us satisfy our feelings. They serve as handmaidens of feelings.
- 10. Feelings encourage the individual to get and keep resources. Discomfort encourages us to find resources, such as food, water, and shelter, which will remove specific discomforts. Loneliness encourages us to establish relationships with friends and mates, who help us get resources, share their resources with us, and help protect us. Envy encourages us to get the same resources that others are getting. Anxiety helps us avoid threats to ourselves and our resources. Anger helps us defend ourselves and our resources. Guilt encourages us to take care of our human resources. The hurt produced by criticism, rejection, and embarrassment encourages us to avoid doing things which alienate other people, who provide us with most of our resources.
- 11. Feelings are activated at the first signs that resources are available or threatened.
- 12. Individuals act in response to feelings, or they act in advance of feelings to avoid or promote the feelings.
- 13. The three major types of feelings are the pleasures, the hurts, and the bothers.
- 14. The individual pursues pleasures while avoiding hurts and bothers.
- 15. Our lives are dedicated to trying to obtain pleasant feelings and avoid unpleasant feelings. Pleasant feelings are provided by the pleasures. Unpleasant feelings are provided by both the hurts and the bothers.

Feelings as instincts

- 16. The pleasures are produced by sex, positive reactions, and positive stimulation. In addition, the removal of hurts and bothers releases tension and produces pleasure.
- 17. The hurts are produced by physical and mental effort; negative reactions from others (criticism, rejection); loneliness; envy; threats (anxiety); self-criticism, or guilt; pain; and physical discomforts, such as hunger and not breathing.
- 18. The bothers are produced by phenomena which are not categorized, inconsistency, phenomena which are not oriented, and differences between models and reality. The bothers hurt also, but usually to a lesser degree than the hurts.
- 19. Humans can experience and act on feelings without being consciously aware of them. For example, humans take each breath in response to the feeling of increasing discomfort that they experience when they do not take a breath. Humans are not normally consciously aware of this discomfort or of their decision to act and take a breath in order to get rid of it.
- 20. A considerable amount of excess behavior occurs in response to specific feelings which fails to obtain and conserve resources.
- 21. Individuals respond to current feelings and live in the present.
- 22. Human feelings and responses are constant in different cultures and in different historical periods.
- 23. There is a common set of feelings which is shared by different animal species. For example, in many species individuals associate together in order to obtain positive reactions from each other. Their desire for positive reactions is so strong that they engage in efforts to obtain positive reactions which attract the attention of predators.

- 24. Various animal species employ different behaviors in response to common feelings. For example, humans smile, cats purr, and dogs wag their tails to express pleasure.
- 25. Specific feelings are tied to specific muscle groups. For example, humans feel anxiety in their diaphragms, hurt in their lower eye sockets, and pleasure at the raised corners of their mouths.
- 26. Different feelings are experienced at different locations on the body.
- 27. Feelings which are experienced at separate locations on the body are separate feelings.
- 28. Feelings which are experienced at the same locations on the body are the same feeling.
- 29. The same feeling can be tied to different muscle groups in different animal species. For example, humans feel pleasure where they smile, cats feel pleasure where they purr, and dogs feel pleasure where they wag their tails.

Individuals

- 30. An individual is designed to a) get and keep resources, b) compete with other individuals for resources, c) cooperate with other individuals to get and keep resources, and d) exchange resources with other individuals.
- 31. Feelings encourage individuals to get and keep resources, compete for resources with others, and cooperate and exchange resources with others. An individual is encouraged to get resources by the feelings of discomfort, loneliness, and envy. Discomforts, such as

Communication of feelings

hunger, thirst, and feeling hot or cold, encourage one to obtain resources which will remove the discomforts. Loneliness encourages one to seek the company of others, who provide protection and other resources. Envy encourages one to obtain the same resources that others are getting. An individual is encouraged to keep resources by the feelings of anxiety and anger. Anxiety encourages one to take precautions. Anger enables one to aggressively protect oneself and one's resources. Also, the hurt produced by effort encourages one to avoid exertion and conserve time and energy. Because individuals experience their own feelings rather than the feelings of others, they try to satisfy their own feelings. As a result, they compete with others to obtain resources. Individuals are encouraged to cooperate with each other and exchange resources by the desire for positive reactions and the desire to avoid both negative reactions from others (criticism, rejection, and embarrassment) and guilt (self-criticism).

32. An individual experiences his own feelings. He learns about the feelings experienced by other individuals, but he does not experience them firsthand. Therefore an individual experiences his own feelings far more vividly than he experiences the feelings of other individuals. As a result, each individual spends most of his time acting for himself, thinking about himself, and trying to communicate about himself to others.

Communication of feelings

- 33. The members of an animal species share a well-developed means of communicating certain of their feelings to each other.
- 34. Such feelings are communicated to each other through the action of the specific muscle groups associated with each feeling.

- 35. Simulating the actions of these specific muscle groups will enable humans to better communicate with other animal species.
- 36. Indicating one's feelings to others is costly in terms of a) the biological systems required to be able to do so, and b) the time and energy expended when one does so. Nevertheless, individuals frequently make their feelings known to others by various means, including sounds, facial expressions, and the movement and position of body parts. Therefore, it must be advantageous to indicate what one is feeling to others.
- 37. Because feelings determine behavior, it is important to let others know what you are feeling in order that they can correctly predict how you will act and coordinate their behavior with your own. When others correctly recognize what you are feeling, they are more likely to act in an appropriate way at the appropriate time. When others correctly coordinate their behavior with your own, you have to exert less time and energy trying to get them to do so.
- 38. Because feelings determine behavior, it is important to know what others are feeling in order that you can predict how they will act and you can coordinate your behavior with their behavior. When you correctly coordinate your behavior with the behavior of others, you expend less time and energy dealing with them. Appropriate behavior expends less time and energy than does inappropriate behavior, and is more likely to be successful.
- 39. Signs of specific feelings carry specific messages which provide advantages. Signs of happiness (smiling, purring, tail wagging) provide others with positive reactions and enable one to obtain positive reactions and resources from them. Signs of discomfort and unhappiness, such as crying, enable one to obtain help and resources from others. Signs of anger warn others that one will aggressively protect oneself and one's resources. Signs of fear notify those one depends on for resources and protection that there are threats present. Signs of interest notify those one depends on about the presence of threats and opportunities.

Activators

- 40. Individuals experience their own feelings, but not the feelings of others. Therefore it is easy for individuals to fail to take into account the feelings of other individuals. When individuals show others what they are feeling, they notify others that they have feelings, they remind others that these feelings need to be taken into account, and they reveal precisely what these feelings are. Only when individuals reveal their feelings can others take them into consideration.
- 41. In many species a tail is a device for communicating both visually and physically what one is feeling to others. Cats use their tails to indicate alertness, interest, enthusiasm, irritation, affection, fear, discouragement, and relaxation. Humans and apes use facial expressions instead of tails for this purpose. Tails are particularly noticeable because they are a distinct appendage, move independently of the rest of the body, make pronounced movements, are frequently banded in contrasting colors, and hit against other individuals.
- 42. Both tails and faces indicate the nature and degree of the tension that the individual is experiencing.

Activators

- 43. Individuals have *activators*, or specialized behaviors which activate specific feelings in other individuals. Crying, smiling, and anger are three examples of activators in humans.
- 44. Different animal species use different activators to achieve a common purpose. For example, humans smile, cats purr, and dogs wag their tails as activators to obtain positive reactions from others.

- 45. Activators are the first social behaviors expressed by the infants of many animal species. Mewing and purring are two examples of activators in kittens.
- 46. Individuals cheat, or use an activator without experiencing the feeling which produces the activator, in order to get others to respond appropriately. Cheaters employ various activators, including crying, smiling, and anger.
- 47. The presence of activators can be used to trace the presence and evolution of certain feelings in various animal species.

Behavior

- 48. The regular use of a specific social behavior by members of a species indicates that the behavior frequently evokes a specific feeling and a specific response in other members of the species.
- 49. The Parallel Feelings Hypothesis: If two different species a) use the same social behavior, and b) produce the same response in others, then c) the feeling which is evoked in others by the social behavior is the same in both species. For example, because infant humans and infant birds a) both "cry," and b) in both cases their parents respond by feeding them, then c) the same feeling is evoked in both sets of parents, i.e., a desire to avoid self-criticism, or guilt.
- 50. In accordance with The Parallel Feelings Hypothesis, when we can identify the feeling that is evoked in one of the two species, we can assume the same feeling is evoked in the other species. Therefore, when we know what the feeling is in humans when humans are one of the two species, we can assume that the same feeling is present in the other species.

Association and extension

Association and extension

- 51. An individual recognizes what he thinks, does, says, and owns as extensions of himself.
- 52. An individual recognizes a positive reaction by others to anything he thinks, does, says, or owns as a positive reaction to himself.
- 53. An individual recognizes a negative reaction by others to anything he thinks, does, says, or owns as a negative reaction to himself.
- 54. An individual considers the other individuals he is associated with to be extensions of himself.
- 55. An individual treats negative reactions to those he is associated with as negative reactions toward himself.
- 56. An individual views the behavior of those he is associated with as though it is his own behavior. As a result, actions which would embarrass the individual if he did them himself, embarrass him when they are done by other people he is associated with.
- 57. When a person is familiar with another individual's experiences, he does not experience them as the other individual experiences them. Instead, the person experiences them as he would feel if the experiences had happened to himself.
- 58. People "adopt" others as an extension of themselves. Thus they adopt characters in novels and films, individuals in the news, and sporting teams and players. When something happens to someone or something that a person has "adopted," the person responds as though it is happening to himself. This is the case when those who are adopted (or their resources) are threatened, or when those who are adopted succeed and receive positive reactions. People have

difficulty adopting a character when the character does things which they would not do themselves, such as things which they consider bad, incompetent, immature, self-centered, selfish, foolish, stupid, rude, inconsiderate, narrow minded, or a result of bad judgment.

Tense and release

- 59. Feelings involve an increase of tension or a release of tension.
- 60. Tension is experienced as hurt.
- 61. An increase in tension produces a corresponding increase in hurt.
- 62. Difficulty releasing tension, or the inability to release tension, prolongs hurt.
- 63. We try to minimize physical and mental effort because they involve tension and hurt. When we conserve time and energy, we avoid effort, and we avoid tension and hurt.
- 64. The release of tension is experienced as pleasure.
- 65. When we complete a task or achieve a goal, we release the tension that was driving us, and we feel pleasure. Therefore we feel pleasure when we complete a paper we are writing, pay off a mortgage, complete our income tax return, win a sporting competition, or get the positive reactions we want.
- 66. Sources of stimulation, such as movies, novels, amusement park rides, and certain sports, produce entertainment by providing tension and releasing it. People seek out these sources of stimulation

Tense and release

in order to experience tension, its release, and the resulting pleasure. The more tension experienced and the greater its release, the more successful the entertainment.

- 67. The more tension released, and the more easily tension is released, the more pleasure experienced.
- 68. Humans and other animal species seek to a) avoid tension, b) release tension, and c) increase tension in order to release it and experience pleasure.
- 69. Warmth releases muscular tension, and this release of tension provides pleasure. Therefore humans like lying in the sun, hot showers and baths, hot tubs and whirlpools, saunas, hot drinks, hot food, smoking, heat lamps, hot-water bottles, and electric heating pads.
- 70. Many other species like lying and relaxing in the sun, which indicates that the release of tension also provides them with pleasure. This indicates that their bodies and minds operate on the same tense and release principles that human bodies and minds do.
- 71. Massage is pleasurable to humans and other species because it releases tension.
- 72. A living organism consists of an organized system of tense and release mechanisms. These tense and release mechanisms are able to perform respiration, circulation, movement, digestion, reproduction, nervous control, mental operations, and other activities, such as yawning and sneezing.
- 73. It may prove possible to explain all physiological phenomena and the origin of life with tense and release models.
- 74. The brain evolved to coordinate tense and release mechanisms.

Effort

- 75. People avoid physical and mental activity because activity requires tension. People experience tension as hurt. In order to minimize hurt, individuals a) tense as little as possible, and b) release tension as soon as possible. As a result they exert themselves as little as possible, and conserve as much energy as possible.
- 76. People engage in physical and mental activity in response to their other feelings. They act when a) the pleasure they obtain from the activity, or b) the hurt they feel from other sources when they do not engage in the activity, outweighs the hurt they feel from exerting themselves.
- 77. People avoid activities in which the hurt they feel from exerting themselves is greater than the pleasure they experience from the activity.
- 78. People avoid activities in which the hurt they feel from exerting themselves is greater than the hurt they feel from other sources when they do not engage in the activity.
- 79. Something is boring or tedious because one does not obtain enough stimulation from it to outweigh the hurt one feels from exerting oneself to do the activity. Thus one finds it boring to reread the same material, to continue to eat the same food, or to listen to someone say something one is already familiar with, because these things no longer provide stimulation.

Models and behavior

Models and behavior

- 80. Behavior is structured by mental categories and models.
- 81. Without models, behavior is random.
- 82. Each individual uses categories and models in order to act in a non-random fashion.
- 83. When categories or models are changed, behavior changes.
- 84. Individuals develop and use their own categories and models.
- 85. Each individual employs models in order to deal with feelings.
- 86. Most behavior can be explained in terms of feelings and the models employed to satisfy them.
- 87. When models are inconsistent with reality, people experience tension.
- 88. People act in order to rid themselves of this tension. When they act they change reality to be consistent with their models. For example, there is a glass on the left side of the table, and you want the glass to be on the right side of the table. Therefore reality (the glass is on the left side) is inconsistent with your model (you want the glass on the right side). Because of this inconsistency, you experience tension. Therefore, you act to rid yourself of this tension. You change reality (by moving the glass from the left side of the table to the right side) to be consistent with your model (you want the glass on the right side). When reality (the glass is now on the right side) is consistent with your model (you want the glass on the right side), then the tension is released, you no longer experience tension, and you no longer feel pressure to act.

- 89. People act to remove their greatest sources of tension. The greater the tension, the higher the priority.
- 90. People select the model and action which produces the least inconsistency with their other models, i.e., the least tension.
- 91. Humans and other animal species develop models, select models, and act for the same reasons.
- 92. The mind evolved to a) recognize categories, b) recognize inconsistencies, c) deal with feelings, d) produce models, e) select between models, and f) execute models.

Language

- 93. A shared language based on sounds is a means by which individuals coordinate their use of the same sounds with similar categories and models.
- 94. In a shared language, specific sounds (or other phenomena) trigger the specific categories and models in the minds of other individuals that the sounds are associated with.
- 95. A shared language allows individuals to exchange and pool information about their individual categories and models.
- 96. In human language standardized sounds were associated with the individual categories and models that pre-humans were already employing as an animal species.
- 97. Human language enables humans to discuss their feelings, behaviors, and mental operations, which they and the other animal species have in common.

Language

- 98. Humans are animals who can tell each other what it is like to be an animal. Humans are talking animals.
- 99. If we want to know what animals feel and think, all we have to do is listen to humans talk about themselves.
- 100. Humans speak because they feel tension to say something. Once they have said what they want to say, the tension, or pressure, is released and is no longer there. When person A finishes saying something, and person B asks person A to repeat or explain what he has just said, person A finds it annoying to do so, because the initial tension is no longer there and person A has to force himself to comply.
- 101. Certain animals make sounds to other animals or to humans a) when they want something, or b) when they are bothered by something (have something to say). They stop making the sounds when a) they get what they want, or b) they have said what they wanted to say. This indicates that animals feel the same tension to make sounds that humans feel and release it in the same way. This indicates that their minds operate in the same way that human minds operate.
- 102. Animal species have to form categories in order to recognize phenomena, and have to formulate models and apply them in order to act non-randomly.
- 103. Human categories and models are primarily sensory images. Consider buying a loaf of bread, eating an ice cream cone, or having sex with a specific person. You think about these things primarily in visual images, not in words. If I say, "A kangaroo buried a watermelon in my front yard," how do you experience this in your mind? You see your own visual images of a kangaroo, a watermelon, burying something, and a front yard, rather than collections of words in your mind which describe a kangaroo, a watermelon, burying something, and a front yard.

- 104. Members of a species use means such as sounds in an effort to communicate their feelings, categories, and models to each other. Thus cats use sounds for a variety of purposes, including calling, answering, indicating discomfort or pain, seeking positive reactions, trying to get others to comply with what they want (establishing consistency), criticizing, threatening, and expressing what is on their mind, such as telling about their experiences or complaining.
- 105. Many species use sounds in an effort to activate feelings, categories, and models in other individuals.
- 106. Human language enables humans to communicate in generalizations, or words, which individual humans relate to their own personal categories and models.
- 107. Species differ as to how specific their communications are, i.e., the degree of detail in which they can describe their categories and models. Words communicate categories and models in greater detail than basic sounds. However, human language is severely limited when it comes to communicating the full detail and complexity of categories and models. Consider how difficult it is to use words alone to describe a person's appearance to someone who has never seen the person before, and to do so well enough that he would have no difficulty recognizing the person within a crowd of people. Consider also how difficult it is to use words to describe to another person all of the details and feelings that you experienced when you watched a film, read a novel, listened to a piece of music, or took a trip. Although words enable us to easily distinguish between "a chair" and "a couch" when we talk, it is difficult to use words to accurately describe a specific chair or couch to another person. When we want to communicate something specific to others we have to provide them with a visual image by showing them the item, showing them a photograph or a drawing of it, or using gestures.
- 108. It is very possible that a species could evolve a language which enabled it to communicate categories and models in much greater

Culture

detail than human language. Such a species could communicate more accurately and rapidly, could achieve a much finer degree of cooperation among its members, and would be much more successful than a species that relied on human language. In fact, the gap in ability between such a species and humans might be at least as great as the present gap between humans and other animal species on earth.

- 109. Theoretically a shared language could be just as specific and descriptive as the personal categories and models held by individuals. Other things being equal, the closer the language of a species is to this ideal, the more successful the species.
- 110. One can view a potential progression taking place from sounds, to words, to increasingly specific words.

Culture

- 111. Because each individual uses his own categories and models, no two individuals have the identical understanding of a situation.
- 112. Inconsistency produces tension, and people seek to establish consistency to remove this tension.
- 113. In order to establish consistency, people try to get others to adopt and comply with their personal models.
- 114. When we see someone do something, we behave as though we are doing it ourselves. We consider others as an extension of ourselves. If they do, say, or think something we would not, we view it as a mistake on our part and act to correct it by trying to change their behavior.

- 115. People use a) resources, and b) negative reactions, such as criticism, to get others to adopt and comply with their personal models.
- 116. People adopt the personal models of those who control resources in order to get a share of their resources.
- 117. Culture is the net result of individual efforts to establish consistency within a specific group.
- 118. A society or culture is a collage of individual, group, and organizational models.
- 119. Many individual and group models produce more negative results than positive results.
- 120. The ability of humans to communicate in greater detail through words has enabled human individuals to communicate their specific likes and dislikes to each other and to establish a much more elaborate repertoire of correct and incorrect behaviors in their societies than have other species. Although other species are concerned with avoiding negative reactions, they do not communicate or understand criticism in as fine detail as do humans and therefore do not adjust their behavior to as fine a degree. Therefore other species do not a) wear clothes, b) hide their sexual activity and elimination from others, or c) stand up straight, cover their mouths when they yawn, and use napkins.
- 121. A species which uses a language which is more specific than human language will have rules for correct and incorrect behavior which are more detailed than the rules used in human cultures. Humans will be unable to understand these rules or act in accordance with them, just as animals do not understand or act in accordance with human rules. Therefore, human behavior will appear as crude and uncouth to such a species as the behavior of animals does to humans.

Categories and models

Categories and models

- 122. Categories are an efficient means of dealing with sensory phenomena.
- 123. Phenomena which are not categorized produce tension and attract notice.
- 124. Categories are formed by recognizing repetition. For example, when humans speak and write, they use synonyms in order to avoid repetition which will produce a second, competing, unwanted, distracting category in the mind of the listener or reader. In poetry and song, on the other hand, humans use repetition to produce additional rhythmic patterns in the mind of the listener. Music consists of repetitive sounds, sequences, and phrases which enable the listener to establish categories. It is significant that music relies heavily on numerous forms of repetition, and to a much lesser extent on symmetry, to produce categories.
- 125. The organization of phenomena into a category releases tension and produces pleasure.
- 126. The quest for stimulation is the search for unfamiliar phenomena to categorize.
- 127. People use the arts, learning, entertainment, and travel in order to organize unfamiliar phenomena into new categories and thereby experience pleasure. The arts include music, painting, sculpture, literature, poetry, photography, film, architecture, crafts, fashion, and decoration.

- 128. Successful art is designed a) to be different than existing categories so that it is not already categorized and therefore produces tension and is interesting, and b) to be easily categorized so that the tension is released with little effort and pleasure is easily produced. Orientations are employed by artists to enable phenomena to be easily categorized, and orientations are violated by artists to a limited extent to produce tension and interest.
- 129. The fewer categories that are needed to categorize phenomena, the less effort is required, and the more attractive the phenomena. For example, lakes and lawns can be categorized with few categories and are peaceful and pleasing, and because younger faces have fewer features than older faces, they can be categorized with fewer categories and are more attractive.
- 130. Once phenomena are categorized, they are no longer stimulating. No tension remains to be released. No matter how attractive a specific phenomenon is initially, once it has been fully categorized, it is no longer interesting. This is true of art, literature, music, clothing, jewelry, other possessions, and a person's appearance.
- 131. The play activity of the young provides parents and other adults with stimulation, i.e., pleasure. Members of a species value, maintain, and protect their sources of pleasure.
- 132. Models relate categories together, and are an efficient means of dealing with categories.
- 133. Models are also used to explain unknowns. It is important for our survival that we be able to recognize and explain unknowns, because unknowns may constitute threats or opportunities.
- 134. Learning consists of the placement of phenomena into categories and models.

Orientations

Orientations

- 135. Phenomena which are not oriented produce tension.
- 136. The orientation of phenomena releases tension and produces pleasure.
- 137. The more oriented phenomena are, the less tension is produced, and the more attractive the phenomena.
- 138. The less oriented phenomena are, the more tension is produced, and the less attractive the phenomena.
- 139. Humans employ orientations in order to reduce the effort the brain has to make to organize phenomena into categories.
- 140. The use of orientations enables humans to easily organize phenomena into categories. Examples of human orientations include symmetry, repetition, rectangles, circles, lines, horizontal and vertical, parallel and perpendicular, consistency, centering, equidistant placement, simplicity, perfection, thoroughness, grouping on the basis of similarity, and the use of solid colors.
- 141. An orientation can be approximate; it does not have to be mathematically perfect. Thus the colored designs on the individual members of a species can be approximately symmetrical, centered, or repetitive. An orientation only has to be close enough to perfect for the members of the species to be able to recognize the orientation. Humans use tools to apply their orientations with mathematical precision.
- 142. The presence of an orientation in the appearance of members of a species indicates that members of that species respond to that orientation. For example, if the facial or bodily designs on

- members of the species are symmetrical, centered, or repetitive, then members of that species respond to that orientation.
- 143. The symmetrical, centered, and repetitive designs on the faces and bodies of individuals are aesthetically pleasing to the members of that species.
- 144. Individual differences in designs on faces and bodies result in individuals appearing more or less attractive than other individuals to members of their species.
- 145. Specific orientations and violations of orientations are used to draw attention to specific areas of the body.
- 146. Many other animal species have the same orientations as humans.
- 147. The orientations that are used in the colored designs on nonhuman species are the same orientations that humans employ in their construction and decoration of clothes, vehicles, everyday objects, architecture, and the arts, and in their behavior.
- 148. The extensive use of repetition and symmetry in a) the designs on nonhuman species, and b) the designs that humans use for and on their clothes, vehicles, everyday objects, and architecture indicates that nonhumans and humans form categories in the same way and therefore their minds operate the same way.
- 149. Symmetry is a form of repetition. In symmetry, one half of the design repeats the other half, but from the opposite direction.
- 150. An individual's body maintains an approximate symmetrical appearance between the right and left halves as the individual develops and ages.
- 151. Humans apply orientations to their objects and behavior to produce the categories they want to perceive and want others to perceive.

The mind

152. Humans violate the orientations in order to produce tension and attract attention. In order to attract attention they use contrasting colors, off-center placement, diagonals, and inconsistency.

The mind

- 153. The fact that the mind and the body both a) resist effort, b) experience fatigue, and c) are better able to handle difficult tasks after a period of rest indicates that they operate in a similar manner.
- 154. The mind seeks to a) recognize inconsistency, and b) establish consistency.
- 155. The human brain gets humans to expend physical effort which enables the brain to reduce mental effort.
- 156. Humans can only focus on one category or model at a time.
- 157. When we focus on one category, we do not recognize other categories.
- 158. When we focus on a category, we have to give up our previous category. Therefore we often forget what our previous category was.
- 159. Other animal species also have single-focus minds.
- 160. Pack hunting is so successful because prey focus on one predator, or category, at a time.

- 161. Our progress in science is so slow because each individual has a single-focus mind. We can only focus on one category at a time. Therefore, when we consider one category, we can not consider others. As a result we only see what we focus on. Our single-focus mind can only perform one mental operation at a time. Thus we can only make one observation, develop one category (or model), or apply one category (or model) to data at a time. Also, we can not a) observe, decide, or act, and b) analyze at the same time. When we observe, decide, or act, we can not analyze; and when we analyze, we can not observe, decide, or act. Because we can not both do something and analyze what we are doing at the same time, we have little conscious awareness of what we are doing and why we are doing it. Because we have a single-focus mind, we have to do science through piecemeal accumulation, and add one bit of information or analysis at a time.
- 162. A species whose individuals have multiple-focus minds could deal with more than one category (or model) at a time, and could perform more than one mental operation, such as both observation and analysis, at the same time. Such a species could understand situations and behavior, respond appropriately, and develop science and technology at a much faster rate than a single-focus species. In comparison with a multiple-focus species, a single-focus species would be mentally retarded. A multiple-focus species could be produced through a) evolution in certain environments, or b) genetic engineering.
- 163. A group is a collection of individuals whose single-focus minds are focused in different directions. Therefore a group operates as a multiple-focus mind, which recognizes more opportunities and more threats than an individual would recognize alone.
- 164. The more individuals there are in a group, the larger the number of threats and opportunities that will be recognized.

Consciousness

Consciousness

- 165. Consciousness is a focusing mechanism. Consciousness enables us to focus on a specific subject and consider other factors relative to it. Consciousness can focus on broad subjects or highly specific subjects.
- 166. Consciousness and vision both focus on one subject at a time.
- 167. The mind forms one model, or image, at a time, and must dissolve the old model to form the new one. As a result a person often forgets what their previous model was.
- 168. Consciousness is a decision-making apparatus. Any species that makes decisions has consciousness.
- 169. The primary role of consciousness is to add, remove, and rearrange behaviors.
- 170. Any species that makes decisions to add, remove, or rearrange behaviors has consciousness.
- 171. Consciousness recognizes, selects, and applies models.
- 172. Physical and mental activities require conscious attention when they must be learned or changed. They must be changed when it becomes clear they are inappropriate and when obstacles are encountered.
- 173. Conscious attention is required to examine and select alternatives. Examining and selecting alternatives requires much more conscious attention than monitoring routines.

- 174. Physical and mental activities which are repeated without change become routines. They can be executed very quickly because they require little conscious attention except to monitor their execution and their relevance.
- 175. Because conscious attention and selection involves more mental operations than does the execution of routines, it is much slower.
- 176. The more tension produced by a phenomenon, the more likely one is made consciously aware of the phenomenon.
- 177. One must apply conscious attention when a) one recognizes things, b) one tries to find something, c) one tries to understand what is happening, d) one tries to understand why something is happening, e) one chooses between alternatives, f) one decides how to deal with a situation, g) one decides how to deal with changes, h) one decides what one ought to be doing, i) one sets objectives, j) one decides how and when to carry out objectives, k) one decides what one needs to have in order to carry out objectives, l) one establishes priorities, m) one decides whether to act, n) one decides what to do next, o) one decides what to do in the future, p) one thinks about what could happen, q) one decides why one should not do things, r) one takes precautions, s) one recognizes obstacles, t) one decides how to act when one encounters obstacles, u) one solves problems, v) one decides how to make improvements, w) one checks on one's progress, x) one recognizes that one needs to find an alternative, y) one realizes that the situation is different than one thought, z) one tries to change one's behavior, aa) one tries to change the behavior of others, bb) one imagines a possible outcome, cc) one imagines a desirable outcome, dd) one dreams, ee) one considers or decides what to do if something happens, ff) one recognizes when something significant happens, gg) one considers past events, hh) one thinks about what one should have done, or ii) one evaluates things and events.
- 178. Any species which does one or more of the activities mentioned just above has consciousness.

The study of brain and behavior

The study of brain and behavior

- 179. Rather than view each species as having a unique evolutionary past, unique mental operations, and unique behaviors, it is more useful to view different species as sharing a common set of mental operations and behaviors which have been modified for survival in particular niches.
- 180. We have assumed that the behavior of each species is unique.
- 181. However, the behavior that is unique to a species is a thin veneer over a common set of feelings, behaviors, and mental operations which are shared with other animal species.
- 182. By focusing on the differences between species and the differences between cultures we have overlooked the greater significance of the similarities between species. Differences between species and between cultures are inconsistent, produce tension, and attract our attention. Similarities between species and between cultures are consistent, do not produce tension, and do not attract our attention.
- 183. Feelings, categories, models, consciousness, and communication did not originate with humans. They originated with animals. Humans have them too because humans are animals
- 184. Language and technology did not free humans from their animal programming, or feelings, but rather gave humans more power to implement their animal programming on each other and their environment
- 185. Perhaps the biggest obstacle to understanding ourselves is our pretentiousness, or the belief humans are unique, special, and important, and more so than other species. This pretentiousness has interfered with and delayed our understanding of a) our location

in space, b) our evolution, c) our mind and behavior, and d) the similarity between human nature and animal nature, and our realizing that e) other species have as much right to the environment as we do.

- 186. The refusal of the scientific community to recognize the role of feelings and consciousness in animal behavior is the equivalent of the scientific community's refusal in the past to recognize evolution or the rotation of the planets around the sun. This refusal is a major impediment to our progress in understanding behavior.
- 187. Every behavior of humans and other animal species can be understood in a scientific manner.
- 188. Each and every thing an individual does reflects the structure and operation of the brain.
- 189. An understanding of human behavior and the human mind will likely precede and produce a greater understanding of the behavior and minds of other animal species.
- 190. We will find simple ways to accurately describe and explain behavior, the mind, and the brain.

Humans and other species

- 191. Human exploitation of other species is based on superior power rather than natural right.
- 192. Humans act like the Nazis of the animal kingdom, and treat other species worse than Nazis treated Jews.

Humans and other species

- 193. Just as the Nazis envisioned a Thousand-Year Reich for their race, humans envision a long and glorious destiny for their species on earth and in space.
- 194. Humans do not act any better or any worse than any other animal species would act if it had moved into the dominant position.
- 195. The argument that "it is acceptable for humans to harm animals provided humans are benefited" is no different than the arguments that "it is acceptable for Europeans to harm Africans provided Europeans are benefited," "it is acceptable for men to harm women provided men are benefited," and "it is acceptable for Nazis to harm Jews provided Nazis are benefited."
- 196. Other animal species are so similar to us, that when we do something to another species, we might as well be doing it to ourselves.
- 197. Humans live as though they are the only species on earth that matters. They do not consider the consequences of their actions for the members of other species.
- 198. Humans consider each individual human precious, but each individual member of other species insignificant.
- 199. The reluctance of humans to view members of other species as individuals makes it easier for humans to mistreat them.
- 200. Humans do not want to accept that members of other animal species have feelings and thoughts comparable to their own.
- 201. Humans show an almost complete lack of empathy and respect for members of other animal species, who are experiencing many of the same feelings and thoughts that humans would experience if humans were in their situations.

- 202. Human abuse of the members of other species far outweighs whatever good humans do.
- 203. The food chain is cannibalism on a large scale. Animal species are so similar to each other, that animal-eating species are effectively eating themselves.

Humans and the environment

- 204. Humans are in the process of converting the entire earth to human use at the expense of other species.
- 205. Humans find the appearance of nature chaotic and irritating. Therefore they apply human orientations to nature in order to reduce the effort of looking at it. Thus they produce lawns, gardens, and parks which conform with human orientations. Human orientations include the extensive use of rectangles, circles, lines, parallel and perpendicular, horizontal and vertical, repetition, symmetry, consistency, perfection, and grouping on the basis of similarity.
- 206. The better a species establishes and maintains an oriented environment which reduces the work of the brain, the more successful the species.

3. ESTABLISHING CONSISTENCY

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Introduction

Introduction

Consistency and inconsistency are enormously important to humans. People work very hard to establish consistency in everything they do, and when they encounter inconsistency they try to get rid of it. Members of groups and organizations try to find a single set of procedures, rules, and punishments that can be applied to everyone. Scientists try to achieve consistency between theories and observations. Academics spend many hours trying to establish consistency in their lectures and writing, and they correct students for inconsistency in grammar, spelling, argument, and content. People criticize inconsistency when they encounter it in others, and try to make sure others can not criticize them for inconsistency too.

People seek consistency between their models and their world. Models enable people to structure their reality, act, and satisfy their feelings. People are very sensitive to inconsistency with their models. Whenever people encounter inconsistency with their models, they feel tension, or bothered. Because they feel bothered, they seek to establish consistency with their models so they will no longer feel bothered. As a consequence they constantly apply pressure on the world, other people, and themselves to conform to their models. Even though people frequently change their personal models, they believe the personal models they presently hold are best for the world around them, for other people, and for themselves.

Establishing consistency carries a large number of advantages. It is the mechanism that enables people to a) act in a purposive (non-random) way, b) achieve goals, and c) obtain resources. It is the mechanism by which people select, reject, and switch models. In addition, establishing consistency simplifies the individual's world, remakes the world in the individual's image, provides the brain with less work to do, permits greater communication between people, and facilitates cooperation between individuals. Establishing consistency enables people to operate more effectively and efficiently, satisfy their feelings with greater ease, and obtain more resources.

People feel bothered immediately upon encountering phenomena which are inconsistent with their models. This is advantageous, because

The kinds of consistency people want

the sooner people establish consistency, the sooner they can satisfy their feelings, and the sooner they can obtain and conserve resources.

At the same time the need for consistency is perhaps the major source of conflict between people. Individuals have numerous personal models which differ from the personal models of others. People are bothered when they see others use models which they would not use in the same situation. People respond by trying to get others to change their models to coincide with their own. However, others seldom want to change the models that they think they have good reasons for, that they are comfortable using (familiar with), and that they employ as part of routines. Conflict occurs when people pressure others to change their models and when people resist pressure from others to change their own models.

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When people try to establish consistency, they attempt to get the environment, other people, or themselves to conform to one or more of the models they hold. People want everything and everyone, including themselves, to operate in accordance with their personal models. They do not want any opposition or interference in a physical, mental, or verbal form. People expect everything and everyone to do the following:

- 1. Act the way they want
- 2. Do things the way they do
- 3. See things the way they see them
- 4. Let them have their way
- 5. Treat them the way they want to be treated
- 6. Satisfy their feelings
- 7. View them the way they view themselves
- 8. View them the way they want to be viewed
- 9. Let them be the kind of people they want to be

Each of these will be considered in turn.

Act the way they want

1. Act the way they want

People want other people, things, and themselves to act the way they want them to. This includes acting the way they expect them to, the way they think they should, and the way they hope they will.

People want other people and things to operate the way they want them to, do what they tell them to do, do things the way they want them done, and do things right the first time. People expect to be given the things they want, to get help when they want it, to not have to wait, and to have others do things with them when they want them to.

I hate when my teacher gives me homework on weekends and holidays. #3590

Now that I've left home and have my own place, my parents and I always fight over how big my telephone bill is. To help me out, they've agreed to pay half of it. You'd think they'd just shut up and pay it. #3591

Dad and I really get into it when he starts talking about wanting me to take over the family farm. I want to go to agricultural college after I finish high school. But Dad disagrees. He says the farm won't wait for four years. #3592

On Christmas Eve I went to the store to pick up a train set that my kids wanted. When the clerk brought the package to the cash register, I could see it had been opened before. I told the clerk I didn't want to try to put it together on Christmas morning and find a piece of the track missing. She assured me again and again that the set had been thoroughly checked and was complete. Because I was still concerned, she guaranteed me absolutely that it was all there. But on Christmas day, one of the pieces of the track was missing. I was pretty annoyed. I took it back the day after Christmas, but the store said they wouldn't make any exchanges that day. #3593

People want other people and things to work the way they have been led to expect they will. They expect those who work for them or perform services for them to act the way they want them to. They develop these expectations based on what they are informed, their experience, and their assumptions.

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It's so disheartening when you install a new computer program or add a new piece of computer equipment and it won't do what it's supposed to. You know you're going to have to go to all kinds of trouble to find out how to make it work. #3594

When I was hired, the manager said there would be no problem taking time off. A few months later I asked for two days leave to attend a wedding. But they told me I couldn't have the time off unless I worked fifteen days without a break. They are so hypocritical. #3595

When we moved to our present home Dad hired a man to plant trees. Dad ordered twenty-five eight-foot-high spruce trees. The man planted nineteen trees and no more. That was ten years ago. This past summer Dad ordered twenty more spruce trees. The guy remembered he still owed us six trees and he planted them together with sixteen of the twenty we had just ordered. He still owes us four trees, and we don't know if we'll have to wait another ten years. #3596

People also want things and other people to be and act the way they think they should. They expect nature to cooperate with them, match their orientations, and not inconvenience them. For example, people do not want insects and birds eating their crops; dandelions, weeds, or brown spots appearing in their lawns and gardens; ants, termites, wasps, or flies entering their homes; trees blocking their satellite television reception; limbs of trees falling on their house or car; insects crawling on them or biting them; skunks and crows disturbing their bags of garbage; birds defecating on their cars; insects and birds making noise which wakes them up or keeps them awake; seals, cormorants, sharks, dolphins, and whales eating the fish they are trying to catch; squirrels eating the seeds they put out for birds; bears stealing their picnic food; foxes eating their pet food; or wind, rain, snow, or ice interrupting their routines and damaging their possessions.

It's a nuisance when you go into your regular coffee shop, order something, and are given the wrong thing. Normally I get what I order. However, I've asked for sugar and had artificial sweetener put into my coffee, ordered a coconut doughnut and been given a doughnut with icing and sprinkles, and asked to have my muffin heated and been given it cold. I usually discover this when I get back to my office. #3597

Act the way they want

The other day I bought a pocket knife at a yard sale. It had many different blades, including a corkscrew and scissors, and the plastic package it was in had never been opened. But when I got it home and took it out of its package I found the knife was poorly constructed. It was very difficult to open each of the blades, and the blades performed poorly. I decided to get rid of it and try to find a better one. #3598

I went to the local ethnic grocery to get a package of my favorite dates. Unfortunately they had run out, but the proprietor highly recommended a different brand. I bought a package and took it home. These dates were too dry and didn't taste very good, and I actually found a worm in one of them. #3599

I'm frequently disappointed when I go out to restaurants to eat lunch. For example, the daily special may not be appealing, or they may have already run out of their special. Sometimes the food is too salty, or the soup simply tastes weird. The soup may be so sweet that it tastes more like a dessert. #3600

One thing I dislike about eating outside is that flies and wasps come around. No one wants flies on their food or drinking glass because you don't know where they've been. And who wants to be stung by a wasp? I often move back inside to get away from them. #3601

Whenever I want to sit down on a park bench I try to find one that isn't directly under a tree. When you sit under a tree all kinds of spiders and other bugs land on you. #3602

One of the annoyances of driving in summer is getting all these messy stains on your windshield whenever you hit insects. #3603

People want other people and things to work the way they hope they will.

One of the problems people have when they buy a stock is they know where they want the price to go. Then they are unprepared if the price drops instead, and they aren't prepared to sell it and get out. #3604

I'll get a role in the play. You'll see. I know I did really well at the audition. $^{\#3605}$

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Also, people expect another person to do what they think is in that person's best interest.

I told my son if he wants to be a film director, he should go ahead and start directing films, instead of putting it off for the future. But all he wants to do is hang out with his friends, so I guess he's not all that motivated. #3606

Similarly, people expect other people to talk and behave properly. They expect them to use the proper gestures, expressions, terms of address, and forms of speech, and not be rude. Many people think others should not slurp their drink, eat with their mouths open, use a toothpick, scratch their genitals, pick their noses, belch or fart, or make noises which interrupt other people's train of thought.

I was sitting on the patio of a restaurant in South America, when a half dozen German tourists arrived. Without asking anyone, they grabbed a long wooden dining table, carried it to the other side of the patio, and sat down around it. The expression on their faces was it was their right to do this, but it seemed very pushy to me. #3607

I get upset when people make fun of someone who's handicapped. It's very mean, because the handicapped can't help how they look or act. I wonder how these people would feel if others stared at and made fun of them all the time. $^{\#3608}$

It really bugs me to see a person play with their ears. I can't stand to see someone move their earring or scratch their ear lobe. I cringe and turn away every time. #3609

It's really annoying when someone adjusts his motorcycle to make as much noise as possible and roars down your street. It's so loud you can't pay attention to anything else. Nothing's wrong with showing off, as long as it doesn't disturb others. #3610

I hate when I go to bed and hear my mom and dad fighting. It's the only time I hear them fight, and it makes me really sad. I don't want them to hear me crying, but sometimes I wish they would, because then maybe they'd stop. I just want them to stop. #3611

Do things the way they do

I hate homosexuals. They make my skin crawl. Even the thought of them makes me want to puke. They're not normal. God didn't make us that way. If He wanted us to be homosexuals, He'd have created Adam and Eliot, instead of Adam and Eve. Homosexuals are the prime spreaders of AIDS. How can anyone condone their behavior? The only solution is to shoot them all. #3612

2. Do things the way they do

People expect others to do things the same way they do. They expect them to dress the way they do, speak the way they speak, adopt the same goals they do, pursue the same activities, interact with others the way they do, perform tasks the same way they do, and buy the kinds of gifts they buy. People think that their way of doing things is right for everyone else.

You waste a lot of water when you let it run while you wash dishes. What you should do is fill the sink with water first, like I do. #3613

Why don't you gargle with hot salty water? It's the only way you'll get rid of a sore throat. #3614

Don't say "What?" when you answer the phone. I don't care if they are your friends, it's still rude. #3615

The problem is you spend too much time every day watching TV. No wonder you don't get your work done. #3616

There are lots of pressures in high school from the other kids. It's like one big clique that you want to be part of, because you certainly don't want to be an outsider. Kids expect you to drink, smoke, do drugs, have a boyfriend or girlfriend, have sex, break the law, have the best of everything so others will look up to you, have your own car, get into clubs before the legal age, stay out to all hours of the night, and not take courses and grades seriously. #3617

We had more fresh vegetables than we could eat from our garden. So when my neighbor was over at our house I offered him some. But he said they don't eat vegetables at home. His father didn't, and he doesn't really like them either. I find this hard to accept. The man's wife is a nurse, and she should know better. #3618

The kinds of consistency people want

I was in the middle of a shower when my wife entered the shower stall. She said, "Why do you have it so hot? It's summer, and hot water makes you sweat." I told her, "In winter I can't take a shower with you because you make the water four times hotter than I do. It's just boiling." "But it's cold in winter," she argued, "and you want a hot shower to warm you up." Then she asked, "Why are you laughing?" I told her, "We each have our own way of doing things." "Well, you shouldn't have your way of doing things," she replied. #3619

I worked at a food processing plant for two summers. The plant operated for nine hours a day with one thirty-minute break for lunch and two fifteen-minute breaks during the shift. The production and processing lines in the plant were both staffed entirely by women. Men were employed in the cooking room or in the freezer room sorting products. The women at the plant were all between 20 and 45 years old. All of the women were born on the Island, lived in Queen's county, and were white Canadians. I too was born on the Island, live in Queen's county, and am a white Canadian. Nevertheless, with the exception of one person, I was very different from the other women in the plant. I did not enjoy my job for many reasons. The one thing that enabled me to keep my sanity was my friendship with Cindy, the quality control person at the plant. Cindy was not a regular worker on the production lines, but she would help out if we were behind schedule. She and I were different from the other eight women who worked processing food.

During the fifteen-minute breaks and lunch breaks Cindy and I would attempt to initiate conversations with the other women. This was normally unsuccessful. If we mentioned the weather was cold, the other women would simply say "Yes" and not elaborate. When Cindy would talk about her life outside of work, others were unresponsive. Cindy would tell them about her wedding plans and the details of what she had accomplished. Five of the eight women were married, but they did not make any comments, ask any questions, or offer any suggestions. They simply grinned and nodded their heads. On Mondays Cindy and I would talk about the previous weekend, such as the movie we had seen or the fun we had at a nightclub. Although we were open to have the other women join our conversation, they did not. They seldom talked among themselves. When the other women did talk, they did not talk about themselves. Instead, they would gossip about the managers. For example, one manager bought a new van, and the other women said the manager did not need it and had only bought it to show off. Their conversations usually consisted of complaining about other people. For

Do things the way they do

example, once I walked into the lunch room and found the other women talking about Cindy and the new rules she had introduced for quality control. One summer one of the women, Beverly, was pregnant. No one knew for sure, because her lab coat covered her stomach. Beverly did not refer to her pregnancy and the other women did not ask her about it. Instead they deduced it from the fact they heard her being sick in the bathroom. Beverly did not mention it until she was eight months pregnant and was preparing to take maternity leave.

When a new employee began to work in the production area, the women there did not introduce themselves or ask her name. They simply ignored her presence and continued working. One day the new employee turned to me and said, "You know, I have been here for over two weeks and you are the only one who introduced herself." She told me the other girls did not even say "Hello" or "Good morning" before her shift. The women had their specific seats in the lunchroom. They did not tell you where you could sit, but if you sat in "their" chair, they would tell you and expect you to move. The women also had their own mugs for coffee in a cupboard. There were no names on the mugs. However, you were expected to know not to use someone else's mug. When they made a pot of coffee, they made enough for seven cups, because seven women drank coffee. They did not offer the new employee a cup of coffee nor did they ask if she drank coffee.

When I walk through a door, I feel it is only polite to hold the door open for the person who is about to go through the same door. I also say "Thank you" when someone holds a door open for me. The women in the food processing plant seldom held doors for each other, even if the other woman was only two feet away. When I held a door for others, not once did I receive a "Thank you." Also, if I bump into someone, I ask them to "Excuse me." These women bumped into each other almost daily and would not say "Excuse me" or apologize.

The women did not wear makeup. I believe they did not feel comfortable doing so. I asked one why and she said, "It's not me." Cindy started a second job as a beauty consultant and brought some makeup samples for the other women to try. One woman had to be taught how to apply lipstick. Those who tried the lipstick immediately washed it off. They are not supposed to wear makeup at work, because it is considered unsanitary. However, this would not prevent them from wearing makeup outside of work. These women never wore makeup. When I would see them someplace away from work, they did not have any makeup on, and when they attended Cindy's wedding they did not wear makeup. In contrast, most other women I know who do not wear makeup, do wear it for a special occasion, such as a wedding.

The kinds of consistency people want

Seven of the women had tattoos. Most got their tattoos before they started work at this plant. However, two got tattoos related to their job. Thus one woman had a tattoo of a rabbit on her ankle, because a rabbit thumps with its hind leg, and her job was to thump a pedal in order to operate a mixing machine.

I found that the women who work there are physically stronger than most women. Women are not supposed to lift the empty wooden pallets by themselves, but do so regularly. These pallets are big, heavy, and awkward. I had trouble carrying one and usually had to drag it behind me. I was amazed that these women could move them around like they were pieces of cardboard. Sometimes they would retrieve a pallet from a stack of pallets seven to ten pallets high. If a second man was not available, one woman, Beverly, would help a man lift heavy containers filled with food product. Once when Beverly and Kent were lifting a steel container from one trolley to another, Kent's muscles were shaking from the weight of the container and Beverly had to lift higher to compensate for his inability to lift.

There are vending machines in the lunch room with pop, chips, and candy bars. These are popular during the breaks, when the women have chips and pop, or cake and coffee. The eight women would buy pop to accompany their high-fat, high-cholesterol lunches. Some lunches consisted of two pieces of bread coated with butter, a bag of potato chips, and a bottle of pop. Other lunches were hamburgers from a fast-food restaurant, doughnuts, or leftover pizza. Sometimes a woman would fix something more complicated, like warm up a can of spaghetti. Not once in two summers did I see a person eat a piece of fruit or drink a glass of water or fruit juice.

The mood and behavior in this setting were very different from any other place that I have worked. Many people who are hired to work in the processing plant do not work there for long. However, the women I am describing had worked there for a number of years. #3620

3. See things the way they see them

People expect others to see things the way they do. They expect them to agree with what they say and do, support their actions, and hold the same models of reality and right and wrong that they hold. They expect others to have the same goals and find the same things meaningful that they do. They do not expect others to misinterpret them, fail to understand

See things the way they see them

them, disagree with them, criticize them, argue with them, oppose them, or expect more of them than they are willing to do. They also expect others to understand things the same way they do. People think that their way of seeing things is right for everyone else.

When I shared an apartment with a friend, we agreed we'd alternate doing the dishes each night. This worked until she had a small test to study for. She came home to eat and then returned immediately to the library to study. She didn't do the dishes, which wasn't fair to me. #3621

I hate it when I ask a girl out, and after the first date she thinks we're practically married or something. What a psycho. When it happens I ignore her as nicely as possible, and get out of the so-called "relationship" as fast as I can. #3622

I don't understand why you don't believe in God. You've always been such a generous person. #3623

One time I was at a restaurant with my husband and our best friends. Our friends had their six-month-old boy with them. I knew that Marge breastfed the baby, but I certainly didn't think she would do what she did. Just out of the blue she pulled up her sweater, unfastened the clips on her nursing bra, and stuck her boob right in the baby's mouth. She was sitting right across from my husband, for God's sake! Well I just made some excuse about an appointment and got my husband out of there as quickly as I could. To make things worse, he didn't even seem to mind what was going on. He acted as if what Marge was doing was perfectly natural and acceptable. I certainly gave him a piece of my mind as soon as we got home. The nerve of him to look at another woman like that! I also made sure to stay away from Marge until she had that baby weaned. Some people have no class. #3624

When Prince Edward Islanders are out of the province and are asked where they are from, they usually reply "The Island." Some are quite offended if they are asked "Which Island?" The story is told about a man from Souris, a town in Prince Edward Island, who was visiting New York. When questioned as to where "The Island" was, he was amazed and replied, "You don't know where the Island is? Why everybody in Souris knows where New York is." #3625

4. Let them have their way

People have objectives and normally have them clearly in mind.

I'm trying to get to the gym at least three times a week. I plan to do ten minutes of cardiovascular exercise and then work through the circuit of weightlifting machines each time I go. #3626

After I graduate from university, I want a career as a teacher. I am not really interested in marriage until after graduation. I hope my future husband will have a better job than I do, so when I have a family I won't have to continue working while the children are young. I want two children, a boy and a girl. But I don't want to start a family until we can well afford to give them a comfortable home, good food, and educational toys. I want my children to have lots of tender loving care, and I want to provide for them everything I can. I'd like to take my children on vacations each year. I want to teach them the importance of natural values instead of materialistic ones. I especially don't want them to be spoiled, as I have been. I will encourage them to do their best at all times and not be too dependent. I want them to learn that satisfaction comes from working hard to produce achievements. I will let my girl decide what kind of dance lessons she wants. I despised being forced to take tap dance lessons as a child, and I was too stupid to ask if I could take ballet with one of my good friends. I will steer my kids away from strong competitive sports, because all I got was a big scar and a broken bone which still bothers me. Although I enjoy going out to clubs, I can't imagine using alcohol or cigarettes in the presence of my children. Life in my parents' home was strait-laced and old-fashioned. I imagine I will conform to their values when I have a family.

Someday I want to live in a nice quiet section of town and own two cars and a dog. I am very fussy when it comes to decorating my home. I expect to make my husband's breakfast every morning, and I expect him to feed the cat and warm up the car. I want my husband to appreciate the problems of doing housework, and to take off his shoes at the door and fold up his towels when he finishes using them. If my husband is involved in sports I expect him to wash his sports gear himself, because it is tedious work. I expect to grow a large garden, because it is healthful, relaxing, and enjoyable. I hope my husband will enjoy this too. I want my husband to use headphones when he listens to music if I am reading or studying, and I will wear them when I listen to music too. I expect to

Let them have their way

have my music instructor in the house once a week, preferably when my husband is at a meeting. I expect my husband to have his church group at the house when I'm attending a school meeting or the Women's Institute. I have decided not to hold Sunday night prayer meetings at my house unless my husband insists. When we were kids we found this to be a terrible experience, because we didn't understand half of what was said, and what we wanted to do was watch Walt Disney programs on TV.

I hope to be able to spend time at my hobbies, such as music, and to continue doing volunteer work for people who are less fortunate. Most of all I would like to be able to buy my parents things they have always wanted, but could not afford because they sacrificed so much to give me and my brother a good home and everything we wanted. I also want to be financially able to look after my parents in their old age. In sum, I want to be a good teacher, wife, and mother, and I do not want to be a bored housewife. #3627

People expect everyone and everything to let them have their way. They want to be able to execute their models without interference. They expect others to cooperate fully with them and willingly let them do what they want. They do not want others to disagree with them, criticize them, or oppose them.

I hate when Mom and Dad make me go to bed early when my favorite TV shows are on. It's just not fair. #3628

I asked my friend to turn her music down a bit. She turned it off and left in a bad mood. #3629

The entire university scene is annoying. If I want to get a good-paying job, and I do, then I have to get an education. But in order to get average grades in all five courses, I'm forced to give up all extracurricular activities, my social life, and nearly fifty percent of my sleeping time. What a drag. But what can I do about it? #3630

I work in a popular restaurant and on Sundays it is a zoo. There is a line of people waiting to get into the restaurant for a large portion of the day. Many churchgoers come to the restaurant after their morning or evening service. They tend to be the same people every Sunday and most want to sit at the same table each time they come. One family entered the restaurant one Sunday and wanted to sit at their usual table,

but it was already taken. They would not accept this and asked to speak to the manager. The manager told them he could not get them their favorite table because there was another family already there. Therefore the unhappy family decided to wait. They had to wait for 45 minutes until their favorite table was available. Afterwards they did nothing but complain because they were so sour about having had to wait. #3631

I think people in the country resent being told they shouldn't have the things they've worked all their lives for. I was talking to a little old lady last weekend, and she was commenting about all the problems there are with having a wood stove and getting wood to burn. You have to get out in the cold and lug all this wood. She said, "I wouldn't trade my oil furnace for all the tea in China." Mom figures she's worked for twenty-five years, so she should enjoy her dishwasher. But her neighbors who don't have one tell her that it wastes electricity and water. Another thing, farmers always like to have that nice big family car that burns so much gasoline and oil. They all have them. Anytime it's a good year, and the potatoes or something are good, they all get new cars. None of them drive these little diesel compacts. They feel they've worked hard for these luxuries, so why shouldn't they enjoy them? #3632

5. Treat them the way they want to be treated

People expect others to treat them the way they want to be treated. This includes treating them with respect, doing things for them, listening to them, laughing at their jokes, and not interfering with their privacy.

I can't stand someone going through my drawers, rooting (rummaging) through my jewelry, or listening in on my phone calls. When my sister does it, she's asking for a fight. #3633

I went to one of the local gyms to check out their program. The weight trainer said, "Come on in here, sweetie, and we'll fix you right up. You look like a nice young thing. How old are you anyway?" When I told him nineteen, he said, "Nice. Well you're not overweight. You just need to trim those hips a little." Then he proceeded to describe in childlike detail what each of the weight machines was for. He assumed I didn't know one end of a gym from another. I bit my lip, but I wanted to tell him just where to stick his free weights. #3634

I am a single male and was at a party two weeks ago. It was getting late and I'd had a lot to drink, so I decided I'd better go home. A guy, Dwayne, offered me a ride home, and his girlfriend and another girl came along for the ride. Dwayne had a real nice car, and when we were driving out of town Dwayne said to me, "If the cops try to pull us over, I'm not stopping." I thought he was bluffing, and that we were unlikely to get stopped anyway. But sure enough the cops did try to stop us, and Dwayne "put the pedal to the metal." The girls and I told him to pull over because he was likely to be caught anyway. But our efforts were useless. The cops continued to pursue us and soon there were four police cars behind us with red lights flashing in the dark night. By now Dwayne was driving between a hundred and a hundred twenty miles an hour and steadily increasing the distance between us and the police. Then we hit an ice patch and Dwayne lost control of the car. The car slid sideways into a ditch, and miraculously no one was hurt. When the police approached I was trying to get out of the car, but a police officer grabbed me by the hair and hauled me out. I protested and was thrown against the car and searched very roughly. Meanwhile, Dwayne couldn't get his window down because the power didn't work. The cops broke the window out and roughly hauled him out through the window. The girls were told to get into a police car. They weren't searched and weren't asked any questions until later. Meanwhile I was being yelled at for being foolish. When I protested, I was told to "Shut up!" Later Dwayne said I had nothing to do with it, so the cops stopped bugging me. They took Dwayne off to jail, and offered to drive me and the girls back to town. I asked if they could drop me off at home, which was close by, but I was told to keep quiet and was driven back to town.

I was extremely pissed off at the attitudes of the police officers. When they hauled us out of the car they didn't stop to check if we were injured. They never let me say a word in defense of myself, and I was handled roughly. I'd always thought that the job of a police officer is to protect the innocent, not to treat people as guilty until proven innocent. #3635

6. Satisfy their feelings

People want everyone and everything to act consistent with their efforts to satisfy their feelings. They want others to help them obtain the positive reactions, sex, food and drink, and positive stimulation they want; as well as help them conserve time and energy; take precautions; avoid criticism,

embarrassment, rejection, and guilt; and protect themselves and their resources. They want to have as many advantages and as much success as any other person. In order to satisfy their feelings, people adopt models which identify what they want and how they plan to get it, and they want others to cooperate with these models.

In the following examples people attempt to obtain positive reactions. People try to get attention and recognition from others. They gravitate toward activities and endeavors in which they can obtain positive reactions. They are attentive to the models which enable people to get positive reactions from others, and they often adopt the same models in order to obtain positive reactions for themselves. Often one has to excel at an activity to get positive reactions from others, and the more one excels, the more positive reactions one obtains. But not always, because people frequently acknowledge the efforts of others and provide positive reactions in order to be polite, and because they expect to receive positive reactions from others for their own efforts. In addition, a large percentage of the positive reactions one receives are those one gives oneself. On the other hand, if one neglects the activity or does poorly at it, one is likely to be criticized, embarrassed, and/or rejected.

People frequently tease others in order to get attention from them. A friend of mine has a brother who constantly teases her about her new boyfriend. He asks her, "How long are you going to go out with this one?" "So how does he look with his shirt off?" "When's the big day (the wedding)?" and "When's the baby due?" At clubs girls tease the other girls. For example, "I don't know, Sarah. The guys who ask you to dance all have gray hair and can barely stand," "That old geezer over there is watching you," "That slime bucket across the way has the hots for you!" and "How about that one, Cheri? His lumber jacket and rubber boots match perfectly with your silk blouse." Guys tease other guys about the girls at clubs and those that watch them. For example, "Her glasses aren't that thick, Ted," "She may not be beautiful on the outside. But maybe she is on the inside," "It looks like she is in awe of your nose," and "How about that one, Andy? She's about your speed (the girl is asleep)." #3636

My parents enjoy teasing each other. On countless occasions Mom has accused Dad of flirting with a waitress or female cashier. Dad adopts a horrified expression, and with a look of remorse states, "Oh, I didn't

even notice it was a woman!" followed by a wink. Dad teases Mom that the girlfriend he had before he met Mom was such a good cook. Mom replies, "Well, I guess she can make you supper then, dear." #3637

The people I know make cracks and pick on each other. They just do it to get attention from each other. We always picked on kids on the school bus. We'd pick on each other about our clothes when someone had on something we didn't like. In high school, I tended not to wear clothes I was picked on about. We'd also get picked on about our schoolwork. If you studied and got a good mark, you didn't want to tell some of the kids on the bus what your mark was. They didn't make good marks and they'd really give you a razzing for being a keener. Today, my friends and I usually wear the same thing. It's jeans and shirts and sweaters. We're almost carbon copies of each other. When you wear something out of the ordinary you are going to get picked on. I always wear jeans. So if I get all dressed up to go out and put on a dress, I'm usually going to get a crack. Someone will say, "Ohhh, what are you going to pick up tonight? All dressed up." Whereas my girlfriend is the opposite. She almost always wears a dress, and when she puts on jeans, they say, "What are you doing with jeans on? Scruff pot." This last summer my red sneakers were the source of a lot of fun. The others wear brown sneakers, and I wore red ones. Whenever they'd look under the table in the lounge, they'd see my red sneakers. And when they saw me coming, they'd say, "Here comes Dora with her red sneakers on." My friend Arlene didn't want to waste her money on expensive sneakers and got a pair of kids' sneakers with all kinds of little numbers on them. They'd say, "Here's Arlene with her grade-six sneakers," and "I wouldn't wear sneakers like that. What are you doing? Are you a little kid?" That kind of thing. If I wore something expensive, like a new leather coat or something, I'd probably get a razz for being a money bag. I don't think these comments have a great deal of impact on what people wear. Not as much as they did in high school anyway. But I have a great dislike for the orange hockey jackets that the local guys wear. They picked the colors and they are proud of them. I don't mind telling them they have an atrocious, sickening orange coat on. When somebody walks in, I go, "Arghhh, take off that orange coat." There are several of us who make comments, but I am the most outspoken. One male friend of ours came in and I told him, "Don't sit by me with that orange coat. Can't take that coat." So he sat at the other end of the table. I said, "I don't like those coats. They're awful colors. You guys should smarten up." The next time he came in he was wearing a nice brown sweater. They pick on me about my car. When

my car was stolen, I got harassed terribly. I was in town, I'd locked the keys in my car, and they couldn't find it for a couple of days. I freaked. Later Mom was getting gas at the gas station and told Terry, who was working there. Terry told everybody, and I got really picked on at the local dance. Also, Mom and Dad picked on me. Dad said to somebody, "What do you think of this one? She can't even keep a car in front of her apartment without somebody stealing it." Later on they found the car and brought it home. Your friends make the worst habit of it. They like to have something to pick on you about. There's a lot of family picking too, but it's not bad. It's all in fun. Dad will ask, "Who's the poor sucker coming tonight to take you wherever you're going?" The picking in our household isn't serious and it's not done in excess. It's just very light. #3638

I visited a nursery school that was held during a church service. There were nine children present, whose ages ranged from two to five. They were supervised by an adult and three teenage girls. The children tried to get people to notice what they accomplished. After they finished drawing and coloring pictures, several showed the adult what they had done. One little boy made a boat out of a box and brought it over to show me. At the end of the hour when the parents arrived, the children raced to show them their accomplishments. One little girl began to cry when she couldn't find her picture to show her father. #3639

I work at a daycare center and some of the children are emotionally neglected or starving for affection. Some children do not even know what a hug is. When they are given a hug by an employee, they seem surprised. If we ask if they have ever been given a hug by either of their parents, they say no. Others come up and completely smother the employees with hugs and kisses. Often their parents are the last ones to pick them up at night and the first ones to leave them at the daycare center when the parents have days off and don't have to go to work. Some parents put on a big act when they pick up their children at night. For example, they will be very concerned and even complain that they can't spend more time with their child. If they really want to spend more time together, why do they leave them at the center on their days off? #3640

Children use various methods to get attention at a playground. If a child knows he is a fast runner, he will challenge other children, particularly those who are slower, to race against him. He is almost certain of

victory, and this gives him something to brag about. Similarly, if a child is exceptionally good at basketball, he will want to play it all the time. #3641

I spend a great deal of time with school children between the ages of five to sixteen. I find that their main reasons for participating in sports are the recognition and medals they might gain. Very few participate just for the fun of it or for the physical fitness involved. #3642

People mimic a person's characteristics in order to get a rise from other people. This is what happened in my elementary school. Our teacher blinked her eyes rapidly whenever she was angry, which was about every fifteen minutes. One classmate would go up to her desk to ask a question. Then he would stand behind her back, look stern, and blink his eyes repeatedly. The rest of us would snicker. #3643

It is Sunday and my wife and I have rented a car to drive to the country and pick up a friend's cat. The cat is going to stay with us while our friend is visiting her children in the United States. We have parked the rental car just outside our apartment, but when we attempt to leave, we can't get the car key to unlock the doors. We try countless times and finally give up. We go back in the house and try to call the car rental agency, but they are closed on Sunday. Hilary, our sixteen year old, enters the house and starts leaping up and down in side straddle hops in front of my wife. She cries, "I opened it. I got it to work. Aren't I wonderful? Aren't I smart? Aren't you glad you have me?" She takes us outside and shows us how she got the key to work by pushing it upwards into the lock instead of straight forward. She repeatedly says, "Let's hear the approval. Aren't I great?" My wife gives her a hug and tells her how pleased she is. I tell her she is very smart. #3644

Some of the guys who dropped out of high school drive around the high school parking lot at lunch time, squealing their tires and burning rubber. And if they go out fishing for lobsters, they'll be finished by eleven o'clock, stop by the liquor store, and then come up to the high school. Supposedly they are laughing at the rest of us who are studying on nice spring days. My brother is one of them and he plans to be in town at the high school around noon time. He'll pick up a bunch of his friends at the school and drive them somewhere for lunch. Sometimes the guys come to pick up their girlfriends who are still going to school. The girls have to stay and finish high school because it's the only way they can get a job.

But the boys can get a job without finishing. The guys are showing off, and I think it is a terrible way to behave. #3645

Most women in Vietnam breastfeed their babies in public. I'm a practical joker, and sometimes I would use my breast like a water gun and squirt someone in the face. This could be a male or female friend or relative. People in Vietnam treat this as good fun, which is not the way it would be viewed in Canada. #3646

I have a friend named Deborah who craves attention and will do almost anything to get noticed. Deborah dresses punk. She cuts her hair in weird styles, dyes her hair different colors, and puts safety pins in her ears. Deborah dances differently than others do, and everyone notices. People stare and say things like "Strange" and "Does she ever dance weird." Many laugh at the way she dances and refuse to dance with her, but she doesn't seem to care. She'll get up on the dance floor when no one else is dancing just to get noticed. A few years ago I lived in an apartment with several people, including Deborah. One evening no one was paying attention to Deborah and she lit the dried flowers in the apartment on fire. We were all shocked. When we asked her why she did it, she said she felt like it. This certainly got her noticed, but she nearly burned the place down. #3647

When you make comparisons between yourself and others, you don't want to look like you're boasting or putting another person down to make yourself look better than them. Instead, you have to be tactful about it. You wouldn't say, "Eve is just a married woman who doesn't have anything." Instead, you might say, "It's too bad Eve can't be working, and that she's having her second child so soon after her first. But if she's happy, that's good for Eve." You also wouldn't say, "Well I've been away to the university and Eve hasn't. She's dumber than me." But you might say, "That's too bad she didn't have a chance to go to university." You can imply all kinds of things. #3648

When training camp for hockey begins, those who are trying out for the team have to get back in shape. Players are given exercises, such as running around the field every day for two weeks, as well as drills, while the coach watches and decides who to pick for the team. If the right players are chosen and the team has a good season, the coach and the players look good. But if the wrong players are chosen and the team has a poor season, everyone looks bad. Training goes smoother if each

player works as hard as the next guy. However, you do not want to rock the boat and look too good, or you'll be looked down on by the others. No one wants to see "a hot dog," or a guy who tries to show the others up. Sometimes the captain will warn a player to watch out or he'll be hated. On the other hand, if you don't work or try hard enough, you are also looked down on by the rest of the players, and the coach is less likely to pick you for the team. Some players who are out of shape don't want to look bad, so they try to get others to run slower, and tell them, "We're trying out for a hockey team, not a track team," but those who say this are not liked by the others. You have to be careful you don't hurt your image when you do things together with the others. However, when you are competing one on one with another player, you give it all you can to try to make the team.

Everyone tries to gain respect and look better than the others. Many players hang out with the best players so they will look better to the coach and trainers. Some guys wear the most expensive clothes and equipment to make themselves look good, and some lie about where they have played before. Players with agents get more respect from the coach. A lot of new guys act tough and push the smaller guys around, but many returning players do not like this and tell the new players to take it easy. A lot of the players try to get in good with the coach by doing favors for him and laughing at his jokes, even when they aren't funny. It is important that the captain of the team be a leader and work harder than the other players. When the players see the captain working hard they work even harder to impress him as well as the coach. Players will always try to impress others so they can make the team. The players who are respected most are those who show guts and determination and always give one hundred percent. #3649

In small rural communities, such as those on Prince Edward Island, the clergy are held in very high esteem. Some people are quite wary of the clergy and always try to put their best foot forward in their presence. Others derive a feeling of status from being friends with members of the clergy. Having someone in your family enter a religious order or become a minister is considered a great honor indeed.

If the priest or minister comes to visit at a rural home where he does not make a habit of visiting, there is usually a hush throughout the household. "It's *the* priest!" is whispered by the woman of the house, who is experiencing very mixed feelings by this time. While she is likely very pleased that he has chosen to call in, her primary concern is with the appearance of her home, how much food she has on hand, and how

others in the household will behave while he is there. "I was absolutely mortified. I was in the midst of defrosting the fridge when the priest fell in the door. I'll never forget it." "It wouldn't have been so bad if Anne from next door hadn't been visiting when the priest got here. She has no manners and I was just waiting for her to come out with a string of oaths that would scare you. I mean, she'd tell you to fly to hell if the Pope himself was sitting in the kitchen."

Some people who are good friends with the clergy do not talk a great deal about them. Others, however, who are often not really close friends, make a point of telling others everything they know about them. They hope to prove they really are close and obtain some recognition and prestige from the association. "Yeah, we were down at Father Tom's all evening. We go there almost every night to have a beer and chat. He's quite an interesting fellow you know," or "My heavens, Sister Anne is a dear. She and I went out to supper last night. She's just so terrific." Others view the speaker as trying to act big and trying to show he or she is better than the average person. "You know, Sarah just makes me sick when she starts in about 'the Sisters.' I'm so sick of hearing it. They are just people like the rest of us, and Sarah needn't think she's a bit better than us just because she's around the convent suck-holing." Sometimes people who have family members in the clergy talk too much about the fact and are viewed as acting big. "You know Bill is not the first young fella to become a minister from around here. So his mother might as well shut her trap and quit driving the rest of us crazy telling about him. You'd think he was Christ himself to hear her." Then there are clergy who feel they really are better than other people simply because they are clergy.

Many people believe that your behavior should be especially good when you are in the presence of clergy. People who normally swear, refrain from doing so. I know students who were taking a university course which was taught by a priest. They felt they should never lie to him about why they were late turning in their assignments. "I mean that would be wicked, to lie to a priest. I couldn't do it."

Many people expect the clergy to be perfect all the time, instead of human. Depending on which side of religion you are on, gossip about clergy can be either juicy or embarrassing. "The Protestants will have a great laugh at us now. Imagine the priest having an affair with his housekeeper. Oh, they'll have a big joke all right. What a disgrace," or "Oh yes, the minister has a drinking problem. He's been away to see about it. Not that I heard it from any of the Protestants, oh no. They'd keep that end of it quiet. You know they'd be quick to tell if it was a

Catholic. But I found out. Oh yes, I'm not asleep yet. No sir."

If you are the sort of person who is quite impressed by the clergy and what they represent, you are likely to be disappointed when they do not meet your expectations. Your illusions can be destroyed when you actually see your priest or minister tipsy or drunk; when they don't seem to have time to bother with you, but you want to discuss something you consider important; or when you see them dressed in a way you consider inappropriate. A young man from our area planned to enter the priesthood and was good friends with several priests. One night he went to visit one of his friends who was a priest, and found several other priests there having a drink. They were just having a friendly drink and were not over indulging. But the young man was really shaken by this and dropped all his plans to enter the clergy. Obviously he had held the priests in very high regard. I have heard this story from several people, and it is always told the same way, so it is likely true. #3650

Another feeling is a desire to conserve time and energy. People constantly try to find ways to do this.

When you're busy at home and don't want to get up or stop what you are doing, there are lots of things you get your children to do for you. These include setting the table, cooking something, getting you a glass of water, bringing your purse to you, and checking if the cat is waiting outside to come in #3651

When people are shopping they frequently decide they don't want an item they thought they wanted. Often they are too lazy to return it to its original location, and they may put it down anywhere in the store. It is not unusual in a grocery store to see something perishable, like a carton of milk or ice cream, left on a shelf of dry cereal or bakery items. #3652

People also attempt to avoid criticism, embarrassment, and rejection. They employ various models to help them avoid these negative reactions from others.

Mom and Dad were arguing about money. Dad said, "You complain you have no money, and you spent \$300 on this coat!" Mom argued that she didn't spend that much, and she went and got the receipt to prove it. Actually she had spent much less. Dad just said, "Oh," and got up and walked away. He didn't admit he was wrong. He just walked away from the situation to avoid feeling stupid. #3653

A girl I know has a reputation of being very nosey. Whenever she sees a group of people that she knows talking together, she has to know every detail of their discussion. One day they finally told her, "Why don't you mind your own business?" This upset her a great deal. While I was trying to calm her down, I casually asked why she so desperately needed to know what they were talking about. She replied in a very low voice, "I was scared that they were talking about me." #3654

One time my niece and I went to a graduation ceremony. We had a big present for one of the graduates (a radio) in a box and were carrying it in a brown shopping bag. I'd just graduated from the school a year before, and when you return you want to look like you've really progressed. So I wouldn't carry the present in. I made my niece carry it. I remember she said, "Of course, you can always go with the style, and I have to go with you dragging an old brown paper bag." She got really mad. And I kept saying, "Oh no, no one's going to notice. Don't be so silly. It's better if you take it anyway. It's a lot better if you take it." It wasn't very kind of me. But I would have thrown it away before I would take it in myself. #3655

I was at my university graduation and was talking to the girl next to me as we entered the door. I told her, "I don't care what happens as long as I don't see anyone I know. Then I can forget about them." I wanted to be just another person in the crowd. But then I saw my brother, and when we got past him, the other girl said, "I'm so glad my parents are in Toronto, so they won't be here." We had just sat down when her boyfriend appeared and began taking our pictures. It was really awful because the two of us just felt like running. #3656

People would like to avoid feeling guilty, but they do feel guilty over many different things that they do and don't do.

I love my husband and my son. But one of my favorite times is when they're gone and I am alone with time for myself. I feel guilty about being glad they're not there. #3657

Once I went to this party without my boyfriend. I had a great time, but I felt guilty. I thought that because I love my boyfriend, I shouldn't be able to have such a good time without him. #3658

I have two children. One child has never given me any trouble, and the other has been nothing but trouble. I can't help it, but I love the good one more than the other. I feel guilty because I know a good mother shouldn't feel this way. #3659

My father drinks a lot and I hate him for it. I never felt like I could bring any of my friends home. I feel guilty sometimes because I don't love my father, or maybe because I love my mother more. #3660

I'm trying to lose weight, but I love chocolate. One night I had a craving and ate a whole bag of chocolate cookies. The next day I felt so guilty. #3661

People try to find models which will not make them feel guilty.

I hate it when kids come to the door trying to sell stuff, because I don't have any money. Even if I can't really afford it, I always end up buying it just because I hate to say no. I sometimes get my daughter to answer the door and tell them to come back later, and I hope I won't be home. But I always feel so guilty. #3662

I always feel so guilty after I've had a fight with my husband, even if it wasn't my fault to begin with. I feel I shouldn't let little things come between us, so I don't argue unless I have a good reason and I feel it's worth the guilt. $^{\#3663}$

I often feel so bad when I fight with my parents. I don't get to spend much time with them anymore, so I change the topic when I see an argument coming. I feel I owe them so much. I refuse to spend my time with them fighting. #3664

In addition, people recognize threats and take precautions. They want to avoid, remove, or reduce various threats, and they want other people and their environment to cooperate to help them do so.

My four-year-old brother, Malcolm, just comes and goes as he pleases. However, he isn't allowed to go out on the front road because he could get run over. He has been caught a couple of times out on the front road and got fierce spankings like I've never seen. And sometimes he's in the lane that goes from the front road to our house. My older brother's

friends just roar into our lane in their cars and trucks. Mom came on to them really, really hard. She asked them, "Look, do you want to have Malcolm's death on your hands?" She told them, "You can't do this anymore." But the very next day they did the same thing again. #3665

In our family kids were not allowed to scream. You know how most kids are always running and screaming? When you get accustomed to kids screaming, you don't pay attention if something serious happens. But Mom wouldn't let us. She'd tell us, "No, you don't scream." If you screamed and didn't have a good reason, you got it. You were fiercely punished with a yardstick. Mom would say, "This is hurting me more than you." As a result when one of us screamed Mom knew immediately it was something serious. One time my brother fell through the ice on the pond. The ice was breaking up and we were playing on an iceberg. That was a legitimate reason to scream. That time we weren't spanked for screaming, but we were for playing on the iceberg. #3666

I work at a fast-food restaurant and the owners come to visit the restaurant once a day. The behavior of the employees changes in a major way when the owners are present. When the owners arrive workers make sure they are busy and do things they would not normally do until much later in the day. This includes wiping things down, taking out the garbage, and sweeping the floor. Workers are extra enthusiastic when they talk to the owners. They do their best to make a good impression and try to get on their good side. But when the owners leave, the workers immediately switch back to their normal behavior. They relax, or if it is busy in the restaurant the workers return to not really caring what the product looks like, just as long as it is given to the customers on time so there are no complaints. #3667

This summer and fall have been so wet no one has been able to harvest their potatoes. The fields are so muddy we can't use our harvesting equipment. It is already November and the snows will start anytime. We are really worried we won't be able to harvest our potatoes this year. $^{\#3668}$

I milk about 70 cows, and the debt load I am carrying on my dairy farm is 1.8 million dollars. I can not afford to make a mistake. If I want to buy additional quota, it costs me \$65,000 for an additional 2.5 liters of milk a day. I have a hired hand, but he is only willing to work less than 30 hours a week. He is lazy and unreliable. He was supposed to be here this

morning, but he didn't get here until late afternoon. (Amounts in 2009 dollars.) #3669

Lots of the guys have skidoos. They'll often invite those of us along who don't have one. But they tend to drink when they drive them, so I don't want to go with them. There are paths in the woods and they tear around them. They're quite reckless. They'll say, "I think I can get through here." And you respond, "Oh, no!" but off they go. I don't like skidoos really. They are just a plaything, and I'm scared of them. They are an expensive and dangerous toy. This is why my family doesn't own one. You can get into bad accidents. This guy was brought in at home who'd run into a barbed wire fence. His face was all ripped up. #3670

I went on a trip to British Columbia. There were a couple of situations I didn't feel comfortable with. I went to some bars in Victoria. One bar had these swarthy, loud-mouthed seamen from different ships. There were drunk men and women in the bar and I didn't like the look of them. I didn't hang around. I had a couple of drinks and left. I know on Prince Edward Island that when you get crews together from different ships and they're drinking heavily they usually end up in a brawl. At home we get ship crews from Newfoundland and Russia and other places coming into a local port loading pulp or potatoes. I also went with a friend up to the northern tip of Vancouver Island into the logging country. It was the day off for the loggers and they were off on a drunk. My friend offered me fifty dollars if I would sit and drink with the loggers. They had arms on them the size of my legs. Do you think I'd sit around and drink with them? One swing and they'd have flattened me. They were the kind who didn't give a hoot. I'd have made fifty dollars, but if one of them had hauled back, I'd have four hundred dollars damage to my face. #3671

I won't consider walking from my house in the country to some other house at night, if I can avoid it. Mom and Dad don't want me walking on the road at night. They don't worry about my brothers, but they worry about me, because I'm a girl. There's a lot of traffic on the road. Also, there are some old drunks who travel along the road, and you just don't know what they're going to do. They might hit you or accost you. They come around about every couple of weeks or every month or so and bother us at home. They'll want a drive someplace and they'll want to see Dad. When he's not there, they won't leave, and sometimes they get very lippy, calling you down and stuff. If they'll do that in your own home, you really wonder what they'd do if they met you in an open

space. They're just pensioners, who've lived around here all their life, and they do nothing but drink. If they get in a real drunk, they have to find a ride to the bootleggers. When they're so drunk they've only got one thing on their mind, which is getting more alcohol, and there's no two ways about it. So they're walking along the road and they'll come in because Dad usually takes them wherever they want to go. He figures it's easier to take them. He doesn't want to get on their bad side because sometimes when they're sober they are very good workers and he hires them. Mom and Dad are also scared when I walk home to my apartment in town at night from the university. Last year they were flipping every time I said I walked home after class at night or after I'd been in the campus library. They were the reason I got a car this year, so I wouldn't have to walk. My brothers are the same. They tell me, "You're not walking, you're driving." I've never had anyone bother me. I tell Mom, "Nobody's going to touch me." And she says, "There's always a first time " #3672

They tried to start a CIC (Community Improvement Committee) in my village, but we wouldn't let them. There is a group of about five to ten people who think they can run everything around here for twenty miles. Well, I heard the head of this group wants a CIC so he can make all the decisions. If they get in control and rezone the land, we might have to stop farming and building what we want. If a CIC is set up, we'll lose our freedoms. Almost everybody voted against them. #3673

One of the strongest fears that many men in my rural community have is getting up in front of people and talking. It was all we could do to get my father to say something at his twenty-fifth wedding anniversary. When he got up what he said was "Well, thank you all so much for coming. It's, uh, nice to have you here. Have a good time!" That was basically it, and he delivered this with his head bowed. I don't know how he survived his wedding twenty-five years before. Maybe it's a lack of education, because lots of the men my father's age have finished no more than sixth grade in a one-room schoolhouse. Maybe it's shyness or a lack of confidence. Also, Dad avoids using the telephone and doesn't want to talk on it. If someone calls him, he'll say, "I'm not going to talk to them. What do they want?" So I'll ask, "What do you want? He doesn't want to come to the phone." The message goes through me, and it is the most frustrating thing, because everything has to be repeated twice. Dad would rather get in the car and drive over to see the guy

in person than use the phone. He just doesn't like phones. Only in the last two years has he started answering the phone and talking on it. When Mom is at work there are lots of phone calls and there is no one at home to answer except him. A lot of the men in the community are like Dad. Most men don't want to take a leadership role in the church or the community center. They'd have to stand up and talk to others and make phone calls and write reports and know how to set up functions. And the men don't want to do this. The majority of the women I know are more apt to speak out and say something than the men are when there's something that concerns them. In my group of friends the girls don't have the same problem as the guys. Now Mom could get up and eloquently speak for half an hour. And women have no problem using the telephone. But there are shy women too. Some of the men might be willing to pose a question at a meeting, but they wouldn't stand up and voice an opinion and say, "This is what we should do." However, there are men who are an exception. One local farmer has gone into politics and he has no trouble talking in front of others. Also, my brother serves on the Community Improvement Committee as well as the committee that selects the minister for the church. He also volunteered for the Fisheries Association. He said. "I'm a fisherman, and I want to be in there when the decisions are made concerning me." But none of his friends would do these things. They wouldn't go to meetings, or if they did they wouldn't say anything. Afterwards they'd go home and express their opinions. But you couldn't get them to stand up and say something in public. When my brother went out of province to a fishing conference, the others were iealous, or maybe they felt he doesn't know any more than they do, so he shouldn't be doing it and "shooting off his mouth." It's all you can do to drag them over to meet somebody new. Some of them are that shy. Maybe they are worried about what other people will think and say about them. I am a female, and I too think about what people are going to say about me when I get up in front of them. But then I say, "Well, you know, somebody has to do it." But if Dad had been our only parent, I don't think my brother and I would be doing any of these things. Mom is the pushing force behind us. If it weren't for Mom I wouldn't have been involved in all kinds of organizations and I wouldn't have gone to university. Mom wants us to be involved in what's going on around us. She pushed us. She didn't shove it down our throats. She just kept saying, "Well, work at it. You're going to learn something. You're going to be able to do things. You're going to be able to better yourself." #3674

Sickness is a matter of great concern within Prince Edward Island communities. When word circulates that a person is sick, particularly if they've been hospitalized, others become quite inquisitive and make a concerted effort to stay on top of the situation. They will usually phone neighbors to find out if they've heard anything, and if this doesn't bear fruit, they will get in touch with a relative of the person who is sick. People also share their knowledge with anyone else who is acquainted with the sick person.

As in many situations, a little knowledge is easily blown out of proportion. Within a short time the situation becomes very much exaggerated. A person who enters the hospital for a routine operation is "dying of cancer." The person who loses ten pounds to illness "has withered away to nothing, nothing but skin over bones." Also, a speaker can generate more interest in what he or she is saying by stating extreme details. Recently I was asked if I had heard that a young married woman who died was pregnant at the time. When I replied that I hadn't heard she was, the other person commented, "Well, it does make a more tragic story." Often everyone has heard something, and even if the stories contradict each other, they are still worth repeating. Referring to the same individual, people will tell others, "The tumor is the size of a grapefruit," "They flew her to Halifax by helicopter, which is all we need to know," "She's going to St. John on Monday. I don't think they can treat her in Halifax," "I heard she's going to St. John because she has relatives there," and "They say she didn't even know her two sisters last night." Clearly, it is difficult to know what to believe. Because the news is passed on by many individuals, it inevitably becomes garbled. People aren't being malicious. They just want to find out what's going on. Occasionally, an individual, who has been hurt by such rumors, refuses to repeat what they have heard. "I heard them say she was sent to St. John. I know this isn't the case, but I didn't say a word. They'd get that mixed up too. Don't worry. We'll hear lots of stories before this one is over."

Such distortion is one reason why many people try so hard to hide their health problems from others. Another reason is that they are fully aware of how fascinated people are with illness. They would prefer not to be the focus of this scrutiny and discussion, and want to maintain some privacy. Consequently, many go to considerable effort to keep others from finding out they are sick. For example, when one man went to the hospital for tests, he would not acknowledge that he knew the technician from his own small community who was administering X-rays. He probably hoped that word of his presence in the hospital would not be carried back to others in the community.

Many people have a tremendous fear of losing their health and becoming sick. It hangs like a cloud over their head, even before illness appears. Many also hold a very fatalistic attitude. This is especially true of those who have not experienced much sickness before. "You never know when you get up in the morning. The way things go, you might not be alive to go to bed that night." Or, "I guess this is likely it, alright. I'll not see home again. Once they get a person in here (the hospital), away from his own, he'll never get back to himself." A mistrust of hospitals and hospital staff only adds to anxieties. Some are apprehensive in the strange environment and doubt the competence of the doctors and nurses. "I've heard when no one is around at night, the nurses sit and smoke cigarettes and drink beer." Or, "Dave died in the hospital years ago. He was an alcoholic and drying out. Someone was supposed to be watching him, but he got out on his own and fell down the stairs and killed himself." Such stories do little to reassure people about the standard of care provided at the hospital.

Another reason people are apprehensive about illness is because of the possible expense involved. They are concerned they won't be able to meet the costs of being sick. Many who are self-employed, such as farmers and fishermen, do not have medical insurance to cover such items as prescription drugs. In addition, provincial medicare is a relatively new phenomenon. People are used to living with ailments and relying on home remedies, rather than incurring "unnecessary" charges. Special costs, such as eye examinations, chiropractors, and foot doctors, are often not paid for by the provincial health system. Therefore, people worry about the expense and frequently ask, "Is this covered by medicare?"

These factors – curiosity, distortion, fear, and costs – all contribute to make personal illness a matter of concern for most people. While other people's sickness is a subject of curiosity and conversation, one's own sickness is subject to unwanted attention and distortion and therefore best kept from public view. #3675

In our community in the country, it is quite common for houses to have ghosts. Out of twelve houses along our road, eight are thought to have someone still hanging around. You only think of ghosts at certain times, however. Usually when it's dark, or when you have to go into a house alone. But the idea is always there that you aren't really alone. I never heard of a barn being haunted, but any place could be if people have spent a lot of time there. There used to be an old blacksmith's shop on our road. After it was abandoned I was afraid of it, because it looked like

the kind of place that people would hang around. It would only be natural that the people who had spent a lot of time there would still want to be there, that is after they were dead.

The idea is that the people who once lived in a place are still around and might just pop up anytime. For example, an old man used to live next door to us. I guess he was senile, because he had it in his head that his wife was trying to poison him. He would come over to our house to get water, and he carried a stick. I can remember one Good Friday when everyone was at church except Mom and me and the man came to our door. I was about five years old at the time. The man banged on our door with his stick and Mom was too scared to let him in. So we hid in the closet. He was drunk and went to both doors and really made a lot of noise. When he stopped banging, Mom looked out of the window to watch him leave, and just at that instant he turned back and saw her. The man returned and pounded and pounded on the door, but we hid in the closet, and finally he left. It's probably been fifteen years since the man died, and when you look out our window, if the sunlight hits the chestnut tree next door just right, it looks like the man is sitting on his doorstep holding his stick. One of the man's mannerisms was to say "Well, sir" instead of hello. My brother is middle-aged, and when the people who live next door today are out of town, he goes over and checks on the place for them. He is really scared that one day he will walk into that house and a voice will say "Well, sir."

People are frequently scared of empty houses. My mother minds having to be in our house alone, but I don't. However, I wouldn't stay alone in the house next door. One of our cousins in the next community is in his forties. He was looking after someone's house and farm a couple of weeks ago while they were visiting Boston. One day when he was in the house he thought he saw a shadow walk by. He looked to see what was causing the shadow and didn't see anything, and that scared him. The next night he saw a light on in the house. He phoned the people in Boston, but they said they hadn't left any lights on and he should check on it. My cousin was scared and didn't want to go in the house again. He went over to the house with his wife, and when they entered, the hall light was on and they could see another light on upstairs in the bedroom. His wife said they should go up and investigate, but he was so scared he didn't want to go. Then they heard music playing. "That's it," he said, "I'm not going up." But when his wife led the way, he followed. Upstairs they found a timer which turned the lights on at certain times for the plants, and a clock radio which was set to play one hour every night. I guess the people who went to Boston had forgotten about this.

Our cousin was scared because he thought there was a ghost. He's still convinced he saw the shadow, but his wife doesn't think it was a ghost. When he told the story to my Dad and my brother, they both agreed there were likely to be ghosts there. The people who used to live in that house were strange, and there could be anything there. I remember another incident which occurred when I was a kid which illustrates people's fear of empty houses. A man had come up from Boston in a camper and wanted to see this empty house in our area which was haunted. I was out with a bunch of kids and it was quite late. We were going to go with him, but in the end we didn't. When I told Dad we had almost gone, he was really upset. He told me, "Never go out with that bunch again. It is not safe to go near that house. Don't ever go near that house!" He was just frantic. Then one Halloween someone burned the house down, and everyone was so glad. You can just expect people to set fire to someplace every year. And they only do it on Halloween, not at other times of the year.

Whether or not there are ghosts in a place often depends on the type of life and death of the people who have lived there. If you've had a reasonably happy life, and you just sort of die naturally, then the idea is you probably won't return. Anyway, if you do come around as a ghost, you won't hurt anybody. On the other hand, if you've been mistreated during your life, then you might well come back and harm others. Right after the husband of one of our neighbors died, Mom said a few of us should go stay with the woman a few nights. Even though her husband, James, didn't die in the house, none of us would go stay with the woman because she hadn't been nice to James. The woman continued to live there by herself, which is quite normal. Where else is she going to live? But my family used to say how brave she was to stay there by herself. When she would come over and be crying and upset, Mom figured it was because she didn't treat James very well and was afraid he would haunt her. Mom would tell us, "I'm sure James wouldn't harm her."

A house is also likely to be haunted if someone has been murdered there. A man and his wife were living with the man's father in a nearby community. The woman pushed the man's father down the stairs and the fall killed him. Afterwards, various people tried to live in the house, but had to move out because the father was haunting it. Also, when I was a kid I had a friend whose family lost their house to fire three times and had to move a lot. This family said that one of the houses they moved into on our road was haunted, although the people who lived there before never saw anything. Their mother used to tell us that she would hang clothes up on a rack at night to dry and find some missing when she got

up the next morning. Apparently a woman had died in that house, and people said she had marks on her neck. The idea was that the woman was strangled, but it was never proven. The family said they would look in a room and see the woman lying on the floor. But when they went into the room, she was gone.

Occasionally, people have a ghost exorcised. This was done several years ago by a family in a nearby community. A priest helped them contain their ghost in a room and padlock the door. The ghost is supposedly still there, and no one is allowed in the room. A priest also went to the house where the woman had pushed her father-in-law down the stairs. He locked that ghost in a jam closet in the cellar. Then sometime later there was a wedding nearby and people hid the moonshine for the reception in the cellar of the house. When they sent someone to get the moonshine, the man was drunk and didn't know what he was doing. He opened the jam closet and let the ghost out. Ever since then people have heard noises in the house. Bottles of jam have been disappearing from the closet, and the ghost is supposedly taking them. I guess no one will go near enough to close the darn closet.

People are also scared of places which are dark, out of sight, and seldom used. When I was five or six years old, I used to think there were ghosts in one room of our house. I had to pass this room on my way to bed, and was so scared I ran. I think this was because the entrance to the attic was in that room. I never heard anything scary about the attic in our house, but I sure have about the attics in other people's homes. I also hate houses with two staircases. I always get the feeling when I'm going up one staircase, that someone else may be coming down the other one, and I'd never even know they were there. A friend of mine lived in a strange old house that was believed to be haunted. There were two staircases and lots of cubbyholes, or small closets. I was terrified when I went up the stairs past all these cubbyholes that someone would come out of one and drag me inside. Also, when we were kids, if we were visiting at someone's house, they'd always walk you home at night. You'd never go alone, even if it wasn't very far. And if you had to go alone, really had to, you'd run just like the blazes.

On one occasion a woman in our community is thought to have pretended to be a ghost. This occurred about thirty years ago. My mother and the woman, Helen, were in the Catholic Women's League together. This was when the organization was quite strong in our area and members held meetings at each other's homes every week. Helen, however, got into an argument with the women on the executive and wouldn't go back to the meetings. So one night a group of women were walking home from a meeting when something walked across the road wearing

a sheet. Everyone said it was Helen trying to get revenge by scaring them. It was either Helen or a ghost. Helen never told anyone she did this, and no one has ever asked her about it, but everyone thinks she did it. People haven't forgotten and some still view her as a troublemaker because of it. That kind of behavior didn't win her a lot of friends. #3676

I really mind thunder and lightning. It definitely bothers me. A lot of other people on Prince Edward Island feel the same way. We usually get lightning storms a few times each year. I know where I get this fear of thunder and lightning. It's from my dad. He's terrified of it. If there's a lightning storm in the night, Dad gets up, walks around, looks at the barn, looks at the trees, and says things like "I hope it doesn't hit that tree. If it does, the tree will fall into the house." We are always afraid lightning will cause a fire. In neighboring communities, it has burned down barns and blown up television sets.

I remember one night in particular when it was really, really bad outside and everyone else was in the hall upstairs. They wanted me to get up out of bed and join them, but I was too scared to move. Dad was really bothered I was in this metal bed, and he kept saying, "Donna, you shouldn't be in an iron bed." My mirror was in front of me, and there was a window on the left, and as the lightning kept flashing I would see the reflection in the mirror and it just freaked me right out. I couldn't get enough courage between the flashes to go from the bed to the hall.

You don't milk or plow when there's lightning. People always feel the thing to do is to go get in the car. You will be more protected because it is on rubber tires. I can't remember getting dressed in the night to go get in the car, but I can remember doing so in the daytime. Some people pack a suitcase and take it with them in case the house burns down. Another thing you do is pull out all the plugs. When it's lightning you unplug the clock, the radio, the television, the record player, the electric can opener, everything. You always pull the plugs. And if the phone rings, it means it's a really bad storm. It's more like a ding, and it isn't that long, and it happens two or three times in a row. No one explains why the phone does that, other than the lightning makes it happen. It means it's really close. And you don't dare talk on the phone when this happens. When I was in high school I used to talk to friends on the phone constantly. But if it started to thunder and lightning, I just hung up, that was it. Dad would be having ten fits, telling me to hang up, and my friend's father would be doing the same on the other end of the line. And these things don't help you get rid of your fear. If you are in your car, you see the lightning much more clearly, and if you've unplugged your radio and TV, all you hear is the thunder. #3677

I am a woman and have a real fear of mice. I just hate the things. I know I would go right out of my tree if one of them ran up my leg. Just the feel of it. At our farm, the mice are happy to stay out in the fields during the summer. However, in the fall when wood is being put in the cellar, the hatch to the cellar is frequently left open. Then the mice get into our house. It is cold outside and they are looking for a place to stay. Once inside they get between the walls, and they're just so full of business they make the worst sound. This is why you get such a fright. We have a steel domed ceiling in the kitchen, and when the mice get going and clitter-clatter across that ceiling, you'd think it was a herd of Clydesdale horses passing overhead.

Mice are dirty. They just look so dirty. They get in and around the breadbox and food, and they leave their little turds. And if that isn't dirty, what is? Mom used to put out traps, and now she puts out stuff for them to eat that kills them. They die in between the walls and floors, and there's the smell when their bodies are decomposing.

We used to pick potatoes in the fall. We would leave some in bags and not get around to grading them until a month later. During this time mice would move into some of the bags. We'd do our grading out in the machine shed and I was in charge of emptying the bags of potatoes. I can remember not being too keen on having to empty the bags in case there were mice inside. I knew they were there, and that they were likely to jump out. Dad thought this fear was sort of silly. I remember one day especially. This mouse jumped out, and Dad insisted, "Now empty the rest of the bag." I stood there and protested, "No, no, no." But I emptied it. And sometimes there was another mouse in the bag. They'd scurry away, probably even more scared of me than I was of them.

My father used to tell a story about his own experiences with mice. He and my brother were off at a neighbor's, borrowing a piece of equipment for cleaning grain. This machine was made out of wood and there must have been a nest of mice inside. Anyway, they took the machine out of a shed and put it on a wagon. My father rode on the wagon while my brother drove the tractor to pull it home. It started to rain while they were on the road, and my brother glanced back and saw Dad taking off his coat and unzipping his overalls. He thought Dad had gone right out of his tree. What he didn't know was that this mouse had run up Dad's leg, and he could feel it wiggling in his overalls. When he unzipped them the mouse flew out. As if I wasn't scared of mice already, this was all I needed to hear.

Once I returned home after being away in Halifax for a couple of weeks. I was eighteen at the time. It was the middle of the night, and I was talking to Mom and Dad while I got undressed. I whipped back the bedspread on the bed and two mice jumped out from under my pillow. I can still see them. Of course, I screeched. I ran into my parents' room and got into bed with them. I insisted Mom and Dad go take my bed apart. They had to remove all the sheets and look under the bed. I made them use a broom. They had to do this if they wanted me to go back to my own bed and not sleep with them. I was worried the mice would be down around the foot of the bed somewhere. I didn't want to be almost asleep and start to feel them crawling around me.

People who aren't afraid of mice often enjoy getting a rise out of those who are. I had this uncle who was an awful tease. He teased me all the time. He was younger than my parents, and I was very close to him. He took me to the rink the first time I ever went skating. One time when I was visiting him, I wanted to go skating, but didn't have my skates with me. My uncle said to use his wife's skates, which were in the cubbyhole under the stairs. He said, "Go in and get the skates. But watch the mice. There's mice in there." He wouldn't go in and get them for me. I wanted to go bad enough that I went to get the skates myself. I had to move the couch to get at the little closet door underneath the stairs. I knocked on the door and made all the noise I could to scare the mice away before I reached for the skates. After I retrieved them, I got ready and went merrily off to the rink. Once there I sat down on the bench in the dressing room and started to put the skates on. As I put my right foot into the skate I could feel something inside. So here I was, sitting in the room with all these people, knowing there's a mouse in my skate. I was one notch up from screaming. I thought, "Oh, what am I going to do?" If the mouse had jumped out and come at me, there wouldn't have been any question, I'd have screamed. I'd have been hysterical. I withdrew my foot and slowly pulled the laces open. Inside was some cotton batting. My uncle had put it there before I left the house, knowing full well I would think it was a mouse.

When I went to school in Halifax, I lived with a bunch of girls. We were in an old building, which had a lot of mice. One of the girls would set traps and chase them through the kitchen with a broom. When she killed one she'd flush it down the toilet. The girls knew I was afraid of mice. One night they left a mouse in the toilet bowl, knowing I'd scream and swear at them. But I wouldn't go into the bathroom. I was thinking, "I'll be damned if I'll go in there and give in to their little joke." I waited

until two different girls had used the toilet. Then I relaxed and decided to use it too. But when I went in, the mouse was still in the bowl. The two girls had fished the stupid mouse out, used the toilet, and put it back in again.

Many women are frightened of mice. We were talking about this during a coffee break at work, and all five of us women sitting around the table shared this fear. However, there are numerous women who seem to take mice in stride. My mother isn't scared of them at all. She catches and kills them. Wuh! I remember when I was in grade school, one of the female teachers wasn't the least bit afraid of mice, but the other female teacher was. In contrast, males do not seem afraid of mice at all. #3678

Dad fears snakes. Once he thought someone put a snake in his back pocket and he almost had a heart attack. But it was only a mouse. And my uncle too. A kid threw a rubber snake on the table in front of my uncle. My uncle did pass out, and people thought he had had a heart attack. His whole clothing was wet. He just blacked right out. Recently Dad was mowing the grass at the cemetery, Mom was helping him, and Dad saw some baby snakes. So he let Mom clip around the gravestones. Mom isn't scared of snakes and Dad asked if she saw any more, before he continued mowing. Dad doesn't run when he sees a snake. But I run. I fear snakes beyond anything. #3679

Many fishermen are frightened of the water. The water may be their foremost fear. The great majority can't swim. Sometimes we joke with the older fishermen. We'll ask, "Have you gone swimming today?" or "How's the water?" Or you'll be swimming and ask one, "Coming in?" They are likely to say, "Nope. Got better things to do. In a rush." My dad can swim, but he's an exception. Fishermen have life preservers on the boats, but they never wear them. My older brother uses his for pillows. Even though they spend their life on the water, most of them fear it. If they fell overboard and couldn't get back into the boat, they'd drown the first minute. Some of the younger guys took swimming lessons at school and can swim. But others can't. Max is twenty-five and swims like a fish. Larry is the same age and goes into a cold sweat when the guys say they're going to push him overboard. My younger brother is eighteen years old and he won't go in the water unless he has a life jacket tied on. Then he'll dog paddle around. One day when he was fourteen he was on a circular life preserver floating around. The current caught his life preserver and carried it from the shallow area into the deeper part. He just freaked. He's frightened of water over his head and he thought he might

drown. He went nuts. He started hollering and screaming and crying. We went in the water and pushed him ashore. He was just shaking until he got his feet on the bottom. #3680

On the Island few people complain about service in restaurants and stores to people who work there. If you ask why not, people will likely say, "I just couldn't be bothered," or "Look, I wouldn't give them the satisfaction." However, they would be quite embarrassed if the person they were with voiced a complaint. The reason is that complaining draws attention to the person who complains and gives others something to talk about. When people talk about you, it won't be in a positive way. Moreover, they'll go into great detail about what they know and have heard about you. And they will not just limit it to you, they will share everything they know and have heard about the rest of your family. Any dirt or skeletons will be aired and scrutinized, and this will be supplemented with various speculations. Afterwards they will carry this discussion out into the community at large, share it with their friends and acquaintances, and encourage others to add to it. It is far safer to be quiet, accept what others give you, and not complain. #3681

People want to protect themselves and their resources.

Males are frequently jealous when they think another male is interested in their girlfriend or when they think she is doing something that would encourage the interest of other males. One Saturday night we had some people over at our apartment. I got into a friendly disagreement with a guy about which one of us was taller and we settled the issue by standing back to back. My roommate noticed that my boyfriend was watching us with a less than pleased expression on his face. When I confronted my boyfriend about this, he said, "I dunno why, but I just don't like that guy." Later that night this same guy was having a long conversation with my roommate, and her boyfriend went over and told him, "I don't like the look of you. I think you'd better just fucking leave!" Fortunately the guy left. Another friend of mine, Andrew, used to get upset about his girlfriend's clothes. He warned her not to sit in front of guys in class because he thought they might get a glimpse of her underwear over the top of her jeans. I heard him tell her more than once, "If I hear any guys talking about the color of your underwear, I'll have to break up with you." One day when she was wearing a corduroy skirt that was lower than her knees, Andrew went up to her and in front of her friends stated, "What are you dressed like such a slut for? Who are you trying

to impress, anyway?" After this girl broke up with Andrew, she started seeing one of Andrew's friends, Matt. When Andrew learned this he walked straight up to Matt and punched him in the mouth. At the same time, girls seem to appreciate milder signs of jealousy on the part of their boyfriends. When girls get together and talk about their boyfriends, someone will often mention something like "It's so cute when Roger acts jealous," and explain that her boyfriend, who lives two hours from campus, had written "TAKEN" beside her name on her door in the dorm. He claimed it was "to ward off any creeps." There is a unanimous response of, "Awwwwww! Ever cute!" from all the girls present. Then they complain that they wish their boyfriend would do something cute like that. #3682

I was hitchhiking home from work just like I do every day. It was about four o'clock in the afternoon and just starting to get dark. A man about fifty years old in a pickup truck stopped. He looked alright, so I got in. He didn't say anything, so I figured I'd just tell him when I wanted to get out. I told him when we came to my turn off. I wasn't scared or anything. Anyway he slowed down and I thought he was stopping. But he kept on going. I immediately thought he was going to rape me, so I jumped out of the truck. He was only going slow, so I didn't get hurt. But I'm sure I would have jumped out even if he was going a hundred! That's how scared I was. I don't even know if he would have done anything. When I think about it, he must have been deaf or something and didn't hear me when I asked to be let out. #3683

One of the biggest concerns in rural areas is having one's mailbox knocked down. Mailboxes are always getting knocked over by the snowplow in winter or by kids playing pranks, such as on Halloween. This is very upsetting to residents. A Mountie (RCMP Officer) said, "It's the most troublesome crime to deal with. It is so annoying." This is because it is hard to locate those responsible. Kids in a car can be from anywhere, even from a town some distance away, and use a baseball bat from their car window. Some people take various measures to try to prevent this. For example, some order a mailbox with a rubber pole, so it will spring back up. A person may even dig a deep hole, use a big steel pole to support his mailbox, and afterwards say, "Well, by Jesus, he'll not knock that down." In winter the good, decorated mailbox may be taken back to the house, and be replaced with an old wooden one, or even just a basket nailed to a post. Having the daily newspaper delivered to your house is very important in the country, and it is placed

in a special yellow "mailbox." One man decided instead to travel to the local store to buy his copy of the daily paper. When asked why, he said, "It's hard enough keeping one mailbox up. How could I manage two?" This issue can strain social relations in the area. One neighbor is convinced the snowplow operator singles him out, because his mailbox is repeatedly knocked down, but none of the other mailboxes along the road are. As a result the neighbor won't speak to the snowplow operator. On one occasion when all the mailboxes except one were knocked over in our area, people assumed that the kids in the family whose mailbox was spared were responsible. "Do you think they would have done something that obvious?" I asked. "Well, you never know," I was told. #3684

People do not want others to have advantages that they do not. They also do not want others to be more successful than they are.

When we were kids we were always jealous. But kids always are. We were always down each other's throats, you know. In 4-H people were always saying about me, "Oh, Barbara wins everything because her mom's a 4-H leader. What do you expect?" And we were always mad if someone else won the speaking competition. So we had to be very careful when it came to getting judges for anything. They would go to Charlottetown and bring out judges from there. There was no way you would know them beforehand. Otherwise people would be saying, "Oh well, I know she won the speaking competition because she knows the judge." Things were done very carefully. When they judged a project, they didn't know who made it, because your name was not on the project and was hidden out of sight. However, Mom quit her position as leader of 4-H. She said it was no good for her to be in the organization because it was interfering with my success. I was doing really well in the competitions, and people were saying, "The only reason you're winning anything is because of your mother," and "Well, who do you think you are, Barbara?" They would say this directly to me. Kids fifteen years old are always sizing each other up anyway, and kids will say anything. The same kind of thing happened in the girls' group at church. We would do programs at Easter and Christmas. There were two girls, Debbie and Fran, who could sing. But the rest of us couldn't. So Debbie and Fran were always asked to do the solo at a concert. We felt they were chosen because they were the favorites, and we complained that Debbie and Fran were always in the limelight. However, the rest of us were so bad at singing, if you had told us to sing, we'd have crawled under the seat.

But that's just kids. They tear each other apart. There's nothing like it. If you were good at something and could get in the limelight, you wanted to get in the limelight. Debbie was an excellent singer, and she just loved doing solos. Because of her we had a very good program. Later, when we reached seventeen or eighteen years old, we realized Debbie and Fran were selected because of their ability, not because of favoritism. As for myself, I was a very good reader and people would compliment me. If I could get the opportunity to get up there and read something, there was no way you could have stopped me. I loved reading things out loud and I would practice at home and be all set. When I'd do the scripture reading the minister would tell me, "That was very good. You have a very good quality for reading." I was so proud; I'd just be tripping over my nose. #3685

In my community, a family can't buy something new without everyone commenting on how much it costs or how much the family didn't need it. Satellite dishes for television reception are becoming popular in my area. It is strange how they hit a neighborhood at the same time. As soon as one goes up, two, three, or four families in close proximity buy one. This doesn't occur because everyone gets the idea at the same time, but because everyone feels the pressure to look as good as the neighbors. #3686

I get jealous when kids say they're going here or there. My cousin went to Bermuda for three weeks. I said, "Oh, I would love to go to Bermuda. That would be really nice." Then I had to stop and tell myself, "Well you're going a little bit further than that. You're going to Europe for the summer "#3687

I know two girls who married two brothers. The girls are always competing with each other. When Samantha got her engagement ring, Carol wanted one right away. Carol boasted, "Well, mine is quite a few more carats than Samantha's." I don't think her engagement ring or her wedding was any different than Samantha's. Carol just wanted it to be. Since then they've competed over their houses and their children and their cars. I think they will compete until they are old and gray. #3688

Everybody feels that they are struggling and having a hard time making ends meet. Then they feel they have to take it out on somebody else by saying the other person has all this money. It's jealousy, I guess. Well,

not jealousy. Maybe just frustration. I know Mom and Dad get very uptight when people say, "You must be well off with that new tractor," or "You must be doing well with three cars in the family," or "You must be well fixed because your daughter is in university." Mom and Dad get upset because they feel they're struggling too and they don't feel they're well off. #3689

People get upset and discouraged when others are more successful than they are, especially when others put in less effort than they do. "Certain people in the church choir are good singers and they sing solos all the time. That's fine, but some of them don't go to practice very much. Yet they get all the praise. Others, like myself, never miss practice, but we are not noticed even though we do our best." "My brother and I both play basketball on the university team. I practice quite a lot and am very proud of how well I play. But I really get discouraged. This is because my brother plays just as well, gets more baskets than I do, and doesn't practice as much." "I study very hard and go to every class and take notes. But my friend goes to each of her courses only one day a week and never takes notes. I spend hours studying for each test, and then get a low mark. My friend doesn't even open her book, and she gets a good mark. I work so hard for my marks and my friend makes no effort at all, but she makes better marks. It makes me wonder how dumb I must be. I get very discouraged and depressed. I feel stupid, no good, and like a failure." "When outsiders from other communities come to play bingo in the local village, everyone talks if the outsiders win. That they have no business being there. That they just came for this one night, yet the people from the village go all the time and they didn't get anything." #3690

At the dog park, it is common for people to compliment each other's dogs. One day my dog and a German Sheppard became pals and were chasing each other around the park. The couple who owned the German Sheppard called my dog over, petted him, and told him how handsome he was. A lady nearby, who owned a Shih-Tzu, was unhappy that no one was paying attention to her dog and she began verbally bashing my dog. She said my dog looked overweight and one of his ears was much floppier than the other. This seemed very immature to me and to the other couple, so we just ignored her comments. The lady praised her own dog and began getting it to perform tricks in the middle of the park. She was jealous of the fact my dog was getting attention. #3691

I work at a daycare center, and I see some parents who are jealous of the daycare workers. I can honestly say I have had parents react negatively to me on several occasions. For example, if a child comes up and gives me a hug, some parents feel neglected and believe their child is becoming more attached to me than to them. A similar reaction occurs when I inform some parents about certain progress their child is making, such as taking their first step or saying their first word. When I tell parents this they usually reply, "Oh I know. He (or she) did the same thing at home too." Deep down I know this is untrue. They feel jealous or guilty that someone else witnessed it instead of them. #3692

Jobs are scarce on Prince Edward Island. As a result, you often need an inside track to even be considered for a job. In my community a food processing plant is owned by two families. Because both families are large, they fill the jobs at the plant with family members. When there is a job opening at the plant, it is rare that there is no family member available to fill it, and if this happens they hire a family friend. This practice of hiring family and friends is quite unpopular with the public. Some argue that because the plant makes its money from the surrounding area, it should distribute its jobs through the area instead of keeping them all in the family. When people learn that another job at the plant has gone to a family member, you hear many comments, such as "He shouldn't have gotten that job. My David needs it more," and "Look at all the people who don't have a single job in their family. Now that makes three people in that (nuclear) family who work at the plant." Jealousy over jobs that other people get is quite common in our community. #3693

I work at a motel which employs a staff of about one hundred people. Most staff work in the office, clean rooms as chambermaids, prepare food in the kitchen, or wait on tables in the dining room. I have worked in this motel for several summers, both in the kitchen and as a waitress.

Many staff feel a considerable amount of resentment and jealousy toward the office staff. An office job, while not particularly glamorous, is more appealing than dishwashing and other laborious jobs. Office workers receive a higher rate of pay than most of the other workers, and as a result many workers feel the office staff look down on them. However, the office staff are all friendly and make every attempt to get along with the rest of the staff. Nevertheless, office staff are more isolated than are the other workers from the remainder of the staff at the motel. Also, office staff do not eat with the other workers and have

little in common with them. Office staff often annoy the waitresses and kitchen staff, because they expect to be served immediately, even when the dining room is busy. The office staff do not do this intentionally. They have only a certain amount of time to eat before they return to work, so they need to eat as quickly as possible. This fact is seldom taken into consideration by the waitresses.

The waitresses are one step below the office workers in the hierarchy. Even though the waitresses form a distinct group, there is a division between those who are older and full-time and those who are younger and summer workers. Most of the summer workers are university and college students. The full-time waitresses feel they should have more privileges than the summer help, even though many summer workers continue to work part-time through the winter. When the students are given weekends or extra days off, the full-time staff feel slighted and resentful. What they tend to forget is that the students are only given weekends off when they request them for special reasons, while fulltime waitresses are on a schedule which gives them regular weekends off. If it weren't for the part-time waitresses, the full-time waitresses would not get the time off they want for holidays during the summer. Students who need the money to return to school are usually willing to work extra days for the full-time waitresses, and often give up their scheduled days off. In contrast, the full-time waitresses will seldom give up their days off if they have any choice in the matter. The full-time staff watch the work schedule very carefully. They are always aware of who gets what shifts and how many shifts they get. Full-time waitresses prefer to get the morning shifts. If a summer worker is given more morning shifts than the full-time people, they make sure the hostess who makes the schedule knows how unfair this is, and they give the cold shoulder treatment to the summer worker until the situation is remedied.

The summer dining room staff also resent the full-time staff. Students who work as waitresses during the summer often feel they are taken advantage of, and as a result tend to stick together. Most summer staff do not consider themselves part-time workers, because they work full-time during the summer and have the same responsibilities as the other waitresses. However, they are frequently assigned the menial jobs, such as washing the chairs and cleaning the dining room, while the permanent staff take the afternoon orders or relax. Therefore the students feel they are given more than their share of work. If they do not do these extra tasks, they are reprimanded for not performing their share. The majority of the dining room staff feel the work is not divided evenly. As a result, there is constant bickering over who should do what.

If any advantages are given to a full-time staff member, the other permanent staff are likely to resent it. This is also true among the part-time waitresses, who are bothered when another part-time worker receives advantages that they don't. However, both groups of waitresses do not express their displeasure outside their own group, and they do not take these complaints to the hostess. When there is a problem among their own, they tend to gossip about it when the offending party is absent. As a consequence there is a great deal of gossip at the staff table at mealtimes. Because someone is usually more than willing to repeat what is said, word gets back to the person who upsets them. This produces friction and there is seldom a time when there isn't some degree of tension within each group.

The waitresses and the chambermaids work in different parts of the motel and there is little communication between them. Their only contact is when the chambermaids enter the dining room to eat. They usually enter at noon, just before the noon rush. As a result waitresses have to wait on them when they feel they should be preparing for the rush. After the chambermaids finish eating, they sit around the dining room for quite a while and then leave in the middle of the rush. Therefore the waitresses have extra tables to clear at their busiest time. The chambermaids reappear for their afternoon break just as the waitresses are going on their lunch break, and waitresses have to leave their lunch to take care of the chambermaids. Waitresses see the chambermaids as more of a nuisance than anything else. Bad feelings and tension remain even after the chambermaids leave the dining room.

Relations between the dining room staff and the kitchen staff are better than they are between other groups. In part, this is because they work so closely together and it is essential that everyone works well together. Therefore everyone makes an effort to maintain good relations. The tension which arises occurs at the busiest times when everyone is under a great deal of stress. Waitresses are often pressured by customers to serve them quickly, but often do not know how busy the cooks may be. Waitresses put pressure on the cooks, which causes flare-ups because the cooks can only work so fast. These tensions are short-lived, and when the rush is over, good feelings are restored. However, there are other tensions between the dining staff and the kitchen staff regarding money. The kitchen staff think that the waitresses should split their tips with them. They forget that their salaries are quite a bit higher than those of the waitresses, who are paid only minimum wages. Kitchen staff feel that because they prepare the food, they are responsible for the tips left for the waitresses. Waitresses, on the other hand, feel that because

they are paid only minimum wages, they need to supplement this with their tips. This conflict is not constant, but appears several times a year, particularly when salary increases are discussed. Then after a couple of days it is forgotten as people continue with their daily routines.

The greatest division occurs among the kitchen staff. The head cook makes the schedule for the kitchen, and he and his friends constitute one faction. The head pastry cook and her friends constitute the second faction. Kitchen staff stick together with their own faction. For example, members of the same faction eat together. There is a small amount of interaction between the two factions. Conflicts between the factions arise over scheduling. The head pastry cook feels she should have more control over the schedule and the running of the kitchen. However, the general feeling is that the head cook should be in complete charge because he was given this responsibility by the owner. As a result there are feelings of jealousy and there is a constant struggle for more power by various kitchen workers. Despite this, kitchen staff attempt to put these feelings aside in order to work together.

These attitudes and feelings have existed among the staff for many years. They tend to remain under the surface and seldom produce serious confrontations. Therefore, they do not interfere with the staff's ability to work well together. These attitudes are picked up by new staff. New staff frequently go through an initiation period. Some members of the staff give the new workers a hard time in order to get them to prove their worth. They are not accepted until they show they are hard workers, friendly, and willing to get along with everyone, and indicate they can follow the established rules and practices. Often new staff do not know what is going on, and feel apprehensive and that they are not liked. It is likely they are unaware that they are adopting the same attitudes and feelings as the other members of their group. #3694

Beginning in the 1960's there has been a new addition to the farming community on Prince Edward Island. These are tobacco farmers from Ontario who have set up operations largely in the eastern region of the Island. Islanders have viewed these tobacco farmers, like all outsiders, with suspicion. They have brought with them a new crop, new ideas, new methods, and new values. Most of these innovations have been regarded with disfavor by residents in the local communities.

One could say that the tobacco farmers and their families had almost everything going against them when they first moved to the Island. First, and most obvious, they were "from away," which refers to anyplace outside the Island. Second, the tobacco farmers in Ontario and

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subsequently on the Island were originally from Holland and Belgium. A few were from Portugal. This was certainly not a plus in the eyes of local residents. People on the Island referred to the local tobacco farmer as "the Goddamn Dutchman" if they disliked him, and "the Dutchman" if they had no particular reason to like or dislike him. Third, most tobacco farmers thought of farming as a much larger-scale enterprise than did most local residents. For the Islander with a family farm, talk of having more than one tractor, or having irrigation equipment, or employing a large support staff, was almost sacrilegious. These were beyond the imagination and means of the average Island farmer. Fourth, many tobacco farmers received a government grant, which in many cases did not have to be repaid. The government wanted to stimulate a new industry in order to aid the Island economy. Local people were aghast and jealous of this subsidy. "You'd never see the government helping out the likes of us. But some goddamn foreigner will get completely set up. It just turns your stomach." Fifth, tobacco farmers put what seemed to be extraordinary demands on their workers. For example, they expected people to work on Sundays during planting and harvesting. This was quite new to most Islanders. Most people did not work on the Sabbath, unless it was absolutely essential. Also, tobacco farmers expected people to continue working outdoors during very unpleasant weather. "Can you imagine asking some of those people working out there in that pouring rain to come and help you weed an acre of turnips on a day like this? They'd laugh right at you. It's a funny thing. They'll work for those lads, but they wouldn't be bothered with us." Sixth, local people resented their expectation of making big profits. The tobacco farmers thought and talked "big." "Well, I can't see them making a hell of a lot of money, can you? No one ever made a fortune over at Bill Smith's place in the last forty years, and I can't see anyone starting now."

All in all, the tobacco farmers who came to the Island during the 1960's had a pretty hard time gaining acceptance. People were jealous of the easy time they had getting established. "We could all have two or three tractors if the government paid for them." Many Islanders believed that the tobacco boom would be short-lived. However, despite the initial skepticism of the local farmers, most tobacco farmers held on and made a substantial living for themselves for several decades. For the most part, the early prejudices were put aside. While the tobacco farmers are still "from away," and come from different ethnic backgrounds than the local people, they have become integrated into the local communities. Islanders have become more tolerant of their approach to farming and what they expect from hired help. In a number of communities, many

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of the local people are dependent on the tobacco farmers for enough work during the growing season to enable them to collect unemployment insurance benefits during the remainder of the year.

None of this erases the fact that the early differences existed between the tobacco farmers and local people. These differences can be and often are brought up in conversations among Islanders. "Yeah, they're from away and the government bought the place for them when they came here too. Don't worry, I remember." However, much of the initial jealousy is less pronounced today. Also, the open hostility directed toward them at first has largely disappeared. In many ways the tobacco farmers, like other new introductions, have been largely accepted into the fold. #3695

Tourism is a major industry on the Island. However, many Islanders feel that the provincial government caters too much to tourists. All kinds of special deals are designed to make the Island more attractive to tourists and make their stay more comfortable. Special parking spaces are reserved in Charlottetown for "Tourist Parking Only." Potholes, which Islanders have to contend with all year, are repaired late in the spring "for the tourist traffic." In Charlottetown, the provincial capital, trash on the main streets is collected late in the afternoon so the tourists won't have to look at it when they are out on the town in the evening. Recently, a government member suggested that weather forecasters should present their reports in a more positive manner that would encourage tourism. For example, instead of saying there is a 30 percent chance of rain, they should report that there is a 70 percent chance of sunshine. And this is only a partial list of types of favoritism shown to tourists.

Many Islanders respond very negatively to these actions. "Isn't it just too bad that the tourists might get discouraged about the rain. What about us?" "Jesus, it's great to see the roads getting fixed up for the tourists. They'd certainly not bother to fix them for the likes of us." "I don't care who wants to come here for a few days in the summer. I know 95 percent of them are decent people. But as far as me going out of my way for them, forget it. The government looks after them a lot better than it does us. They can drive over the speed limit, park where they like, even get away with impaired driving. I can't and I live here. There's something wrong with that, I think." Most people recognize that it is the government, not the tourists, that should be blamed. "The government shouldn't put tourism ahead of the Island's primary industries, like farming and fishing." "Imagine some of those fellows in the provincial legislature or city hall trying to promote tourism. They have no more

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idea than our old gray cow would. But they come up with these stupid suggestions that are supposed to attract people here in the summer. And you know it doesn't make very much difference. People will come here regardless of what those fools in town come up with. But it makes a person mad to find all this catering to tourists and the local people ignored all year."

Some people direct their frustrations at the tourists themselves. They view the tourists collectively, rather than as individuals. "Bums, that's what they are. Just a bunch of bums. They think they're so big, coming here and getting the red carpet treatment. And then some of them have the gall to tell us how much better it is wherever they come from. Well what took them here if they had it so great? That's what I'd like to know. Why in hell don't they go back there? We can get along without them. I know I sure can." #3696

If there is one certainty in small communities on Prince Edward Island, it is that people take great notice of other people. This is particularly true of women in regard to other women. Females put a great deal of time into observing each other and interpreting what they see or believe they see. "Did you see Anne? If those jeans had been any tighter she would have stopped breathing. It's ridiculous, wearing that kind of getup to church."

Women are always quick to notice if someone is wearing new clothes and to comment on how they look. Quite often this comment is not made to the wearer, but to another woman. This is because the majority of comments that women make about other women are negative. "Did you see what she had on in church? I don't care if it was ultra suede or what it was, I wouldn't wear it to the barn." Some women will say that an item of clothing is nice, but that the wearer shouldn't have it. "Oh yes, she'd have the style alright. Every cent he makes goes right on her back. Personally, I'd rather see it go on the kids. Heaven knows, they look scruffy enough." "Yes, the silks and the satins will be all over the place tonight. She'll have to put on the dog for the big show. I guess we all could do that if we wanted to owe every store in the country." If a woman wears something expensive that others do not have, like a fur coat, she is sure to get a lot of attention, and much of this is negative. "I think it looks a sight on her." "Give me the old cloth any day. At least it doesn't remind you of a poor little animal." "She just thinks she's big in that fur coat. She needs a real boot in the arse." Many women are quick to point out that while someone may look good in public, this is not always the case. "Yeah, she is always all dolled up with the makeup just so and the clothes all matched to kill. But let me tell you, I'd say if you could see

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her in the morning, just whenever she falls out of bed, you'd get quite a shock. She must get up awful early to get that load of stuff on her face in time to go to work." In other words, without the makeup and the clothes the woman wouldn't look like much.

These comments belong to the female realm. Women very rarely discuss male clothing with each other, men seldom mention the appearance of other men, and few men discuss the clothing worn by women. For women, however, talking about the appearance of other women is serious business, and this appears largely motivated by jeal-ousy and competition. If confronted by the fact they are gossiping, most women would say, "Oh, go away. We're just talking." If it is suggested to them that they are jealous of what the other women have, they will likely say something to indicate that they do not care what anyone else has. My mother used to say, "I couldn't care less if she has a dress that is yellow with a pink smell. It wouldn't bother me any. It's just kind of funny to know that she thinks she looks so grand in it and everyone knows it's a sight." #3697

Young males on Prince Edward Island spend a lot of time playing minor hockey and baseball. However, because of the involvement of their parents, one wonders whether minor sports create more problems than they do good. While it is a positive thing to see parents take an interest in and support their children's activities, parents often produce more tension than anything else.

Parents are quick to state that this is just a game and the main objective is to have fun. However, it is clear to an observer that the main objective is to win and bring positive recognition to your community, your team, and most of all, your family. Parents can be more competitive than their children. During hockey games parents often argue openly in the stands with the parents of the opponents. Some parents give loads of unsolicited advice to their children on how to improve their games. This often puts the child in a poor position. Every time they make a bad play, they're letting someone down. Every time they make a good play, it's thanks to the good advice from Dad. The result is a lot of pressure on the child and strain within families.

Parents are always on the lookout to ensure that no one gets more playing time than their child. They are especially watchful of coaches who have children. "He plays his own young fellow too much. Other kids don't get a chance." A great deal of attention is given to who receives hockey awards at the banquet paid for by the parents. Every child gets a participation award so that no one is left out. However, league awards are

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also presented. Some claim they only go to the coach's favorites. Others defend the coach, and may say, "He was in a bind. He couldn't give the two top awards to the same family, and he didn't want to get both the Smiths and the Jones mad at him, so he did the best he could under the circumstances." Regardless of what is done, there are always some people who are mad after the awards dinner. Their anger may be directed against the coach, the organization, or other parents.

The most unfortunate aspect of parental involvement and interference is that parents tend to create bad feelings among the children and leave the impression that "everyone is out to tramp you down." As a result children sometimes become alienated from each other and families fall out because of minor sports. #3698

I was sentenced to the local prison for a number of months for drug trafficking. The amount of time you have left to serve on your sentence determines the unit you are placed in. Initially I was placed in the maximum security unit, but after a few weeks there I was transferred to medium security. Most guys in medium security had about eight months left in their sentence. Because I had only about three months left in mine, I was classified "a short-timer" by the other inmates. Short-timers usually made friends with other short-timers because they were getting out around the same time. Inmates who had a long sentence to do would get to know short-timers only casually. It is too discouraging to have all of your friends leave when you have to stay behind. One night two guys were brought into the prison for drinking and driving. They were both serving a sentence of two weeks and normally they would have been placed in minimum security. However, the minimum security unit was full, and the two guys were placed in the medium security unit. The other inmates in medium security didn't like this. There is nothing more discouraging than seeing two guys come in months after you've been there and knowing they'll get out months before you will. Fourteen guys beat the shit out of these two guys. It was the most gruesome scene I ever witnessed. The next day five of the guys involved in the beating were sent back to maximum security. The two guys who were beaten were sent to minimum security. About a week after that I was moved to minimum security. I found minimum security was the most depressing place in the whole system. I had the maximum amount of time left to do, or forty days, that would allow me to be placed in minimum security. But other people were coming and going all the time. Some had two weeks to serve, and some only two days. #3699

View them the way they view themselves

People do not want others to interfere with their own efforts to satisfy their feelings.

Rodney, a friend of ours, picks up the mail each morning for my roommate and myself. He's being very helpful, but this irritates us, because we'd rather get it ourselves. I want to be the first to know if I have mail. My roommate says, "It may seem childish, but I love going down to my mailbox to get my own mail." #3700

I get really pissed off when I get all dressed up, pay extra special attention to my hair and makeup, spend a lot of time picking out the perfect outfit, and then go out to the bars and can't even pick up a good looking guy. I can't even pick up a bad looking guy for that matter. What a waste of time and energy. It just goes to show you that guys are not really worth the effort. #3701

7. View them the way they view themselves

People hold models of the way they are. They hold models of the kind of person they are, the kind of person they are not, what they do, what they do not do, how they behave, what their strengths are, what their weaknesses are, what they like to do, what they do not like to do, what they stand for, what they react against, how they are similar to others, and how they differ from others. These models constitute a person's self-image. People expect others to view them the same way.

I babysit for a five-year-old girl. The other day she was quite happy about herself. She told me, "I'm the goodest kid in Sunday school. All the other kids are bad. I'm the goodest kid on my block too. I even say 'please' and 'thank you." #3702

My boyfriend was the greatest help to me. He told me to be myself and to pick something I enjoyed and make it my career. I was never a good cook and I couldn't type, but boy could I fix my brother's car. It would almost purr. So I went after my goal. I entered a vocational school to train to be an automobile mechanic. At first the other students were embarrassed to have a girl among them. But when they saw what I could do with an old motor, they accepted me. And sometimes they come to me for advice. Maybe I'm selfish because I didn't listen to my family, but then it's my life. I'm happier now than I've ever been. #3703

The kinds of consistency people want

When other people show that their image of a person does not match the person's self-image, the person recognizes the inconsistency.

I am a professor and originally from the Caribbean. Even though I live on Prince Edward Island, because I am Black, Islanders frequently assume I am visiting the Island and ask if I am performing in a music group or playing on a sports team. When I travel on a train in Canada, people assume I work for the railroad. #3704

If a person thinks that other people's image of him is more negative than his own self-image, he becomes upset.

A friend invited me over for coffee and dessert one night next week, and I accepted. Then she repeated several times that I shouldn't say I was coming unless I was sure. I felt insulted. It was like she considered me unreliable. #3705

If I go in a store and find the staff watching me to make sure I don't shoplift, I get upset. I have never shoplifted, and I'm not about to start, and I resent enormously having someone think of me that way. I usually leave the store within a few minutes and swear I won't go back. #3706

I get around with a group of guys and girls, and five of the guys are always cracking jokes about fruits. None of them are fruits, but they act like it with each other. They'll ask another guy in our group, "How are you, sweetheart?" and they'll put their arm around the other guy. They do this all the time, and you can tell it is just a joke. I was talking to one of them named George, and I just looked at him and asked, "Are you a fruit?" I thought he was going to die right in front of me. There was no one else around at the time. I really embarrassed him. He looked at me and asked, "Do you think I'm a fruit?" I objected, "I didn't say that! I asked if you were." I was just joking. Afterwards, when one of the guys would say something fruity, George would look to see if I was watching, to see if it was safe to respond or not. If he responded in kind, he'd look again to see if I was watching. And if I sat there and smirked, he'd be sure to tell me about four times each day, "I'm really not a fruit, Janet." One afternoon George and I were working on a project in one of the study rooms at the library. I had forgotten that he was worried I thought he was gay. But while I was working on the project I could

View them the way they want to be viewed

feel someone watching me. I'd look up and see him looking at me with a real question on his face. He got really nervous. He was shuffling his papers and when he would write something, he would write it wrong. He couldn't sit down, and kept walking around. Finally he stated, "I can't work with you. You think I'm a fruit." I felt terrible. I didn't say he was a fruit. I just asked if he was. And I was laughing when I'd asked him. I didn't think anything of asking him, but it was clear I had shattered his idea of what I thought of him. I never thought he was gay, but he just took it so to heart. I kept telling him, "I know you're not," but he thought I was just trying to be nice. I've told him this so many times he should believe me by now. #3707

8. View them the way they want to be viewed

People expect others to view them the way they want to be viewed. They often want others to view them as an attractive, clean, friendly, kind, considerate, honest, responsible, competent, intelligent, moral, generous, good person, with a good sense of humor. Sometimes this is the way they view themselves. This may not be the way they are, but the way they would like others to view them.

A drug dealer I know is generous with his friends, and frequently gives them free drugs. But this is quite calculated, because he always wants things from them in return. It's usually something illegal, such as helping him launder his money. #3708

If you have two jobs, it's a good idea not to let one know about the other. If one employer knows, they'll think you're not putting your full effort into your job with them. So if they cut back on staff they may think of letting you go. When someone at one of my jobs asks me where I've been or what I've been doing, I tell them something acceptable and never mention my other job. #3709

There are all kinds of information that people do not put in their résumés when they apply for a job. They do not mention their inadequacies, their personal weaknesses, their past failures, the problems they have had with previous colleagues and bosses, and their true agendas. Instead, they try to present themselves in the most appealing way so that people will want to hire them. #3710

When people file their tax returns they want the tax department to view them as forthright and honest. However, many people underreport their income. For example, they may receive cash for services they perform but avoid giving receipts so there is no paper trail. #3711

9. Let them be the kind of people they want to be

People hold models of the way they want to be. They hold models of what they would like to be, what they would not like to be, how they should behave, and how they should not behave. They use these models to guide their behavior, and when they realize they are not acting in accordance with these models, they frequently put pressure on themselves to do so.

I work part-time at a clothing store just to earn some spending money. I could never picture myself working there full-time. I need a more exciting and interesting job than one where I try to persuade a size-18 lady that she can't fit into that pretty little size-10 blouse. #3712

I want to be kind and loving with those who matter to me. But when I'm tired I become impatient and irritable toward people around me. Afterwards I feel guilty and tell myself there is no excuse for me to act this way. #3713

People also do not want other people or other things to interfere with their efforts to be the way they want to be.

I don't care what you say, I don't like university and I'm not going back. And I don't want to go to technical school because I hate computers. I'm getting a job so I can study to be a martial-arts teacher. #3714

Adapting to situations

Although people have specific models that they want to apply to their environment, other people, and themselves, they are constrained by their situations. As a result, many of the things they would like to do become difficult or impossible to carry out. People may decide to discard

their models, hold them in abeyance, or make do with a less desirable alternative. The ability to apply models depends to a great extent on one's situation. There are countless situations which restrict what people are able to do, and when and how they can do so. We can label such situations (or factors) environmental, social, or personal.

Environmental factors include one's location, the weather, the economy, politics, and traffic, as well as available services, personnel, facilities, and items. A war or recession can affect one's ability to get a job, a flood or drought can affect one's ability to get food and clean water, and laws and police can affect one's ability to do what one wants.

When we went out to eat with our friends, I wanted to order a pitcher of sangria. But the restaurant didn't have it on their drink menu. The waitress said they couldn't provide it, so I searched the menu for something else. #3715

I decided I wanted to eat an almond-filled croissant. I searched all over town for one without success. I went to half a dozen bakeries and coffee shops. Only one had croissants, but they were soft, not crunchy, and they weren't filled with almond paste. I gave up and settled for a cinnamon roll. #3716

At the local nursing home for the elderly, many of the patients sit all day with nothing to do. I have heard some women say they would like to knit if someone would supply the materials. They could knit mitts and other useful articles and have a sale or give them to relatives or a charitable organization. This might make them feel they were being useful. Some of the patients have families that supply them with materials, but others do not. I saw one lady knit half a scarf with some wool she was given by one of the staff. She ran out of wool, so the staff member unraveled the scarf and the old lady started all over again. #3717

We had eighteen dairy cows. Then we went to a meeting where a government employee told us that if we expanded our barn the government would pay half the expenses. So we expanded our barn and added seven dairy cows, which meant we then had twenty-five. We figured the milk from the additional cows would pay for our part of the expansion of the barn. Then the international price of milk fell. Next the government established milk quotas based on the last two or three years of milk production, or back when we had fewer cows. So we were faced

with feeding the additional cows and not being able to sell their milk. As a result, we went bankrupt. #3718

At the time of the Great Depression agriculture was the primary industry on the Island and most Islanders lived in rural areas. During the 1930's there was a devastating drop in the value of farm products. Every segment of agriculture was affected. The primary cash crop in the province was potatoes. Farmers were unable to afford fertilizer and lime, and had to return to the old custom of using mussel mud and farm manure. The dairy industry was also subjected to severe weather conditions and poor, dry, unfertilized pastures. However, the poultry industry did provide a steady income thanks to eggs and barter. Islanders formed agricultural associations and became increasingly dependent on the government. The Island government initiated employment projects, such as putting gravel on roads, cutting bushes, building docks, paving streets, and building sidewalks and sewage systems. #3719

After I graduated from university, I wanted to spend a year traveling around the world. But there was a war going on, and I didn't want to be drafted. So I applied to graduate school where I could get an exemption and not be drafted. #3720

There are a number of places I really want to visit, such as Baghdad, Tyre, and Mohenjo-Daro. Unfortunately, given the wars going on and the threats to western tourists, I wouldn't feel safe. When I travel I have to go elsewhere. #3721

Social factors include the number of people present, who they are, and what they are doing. Other people may be talking, eating, dancing, sleeping, working, cooking, watching television, playing a sport, studying, having a party, or commuting, any one of which may make it difficult to carry out one's models.

I was working at my desk in my office when the fire alarm began to ring loudly. I went to my door and a security guard told me that someone had phoned in a bomb threat and the building would have to be vacated. #3722

I try to get to the cafeteria before twelve noon, when almost no one is there. A few minutes after twelve the lines start to form and you can

spend twenty minutes waiting to be served. And if you go after one o'clock they've run out of lots of the items you might want to eat. #3723

When I moved to a small community on Prince Edward Island, I had to make a major adjustment to the local telephone system, or party line. The community used magneto-telephones, which consisted of a wooden box with a button on one side and a handle on the other. The receiver itself was in a separate box. One used these to call the operator. The other members of the party line could be contacted by merely turning the handle a certain number of rings. I was the eleventh addition to the line and it took me quite a while to decipher the different rings for each household. Apparently private lines were not used in the community because they were very costly, and because everyone would miss hearing a great deal. There was also a long list of instructions in the front of the telephone book. But I quickly learned that these rules and regulations were not adhered to by other members on the line. Instead, there was an unwritten protocol concerning the telephone which I had to learn in order to fit into the community.

Basically, the telephone was used in cycles by different segments of the community. The first cycle started before seven o'clock in the morning, when farmers used the phone to talk to each other and to organize cooperative efforts. Many of the farmers in the community worked with one or more brothers or sons who lived in separate households. Consequently, the line was completely monopolized by them for at least two hours every morning except Sunday. If one was not a farmer, one simply did not use the telephone at this time except in the case of a birth, death, or fire.

After the farmers had left for the fields, women would take over the phone. One woman would telephone another, who in turn would ring another, and so on down the line until everyone was on the line at once. It would be impossible to make an outside phone call for approximately another two hours. Then when the men came home at noon for dinner, the line would be monopolized by them for about an hour. Following this, there would be a lull and one would finally be free to make other calls.

As soon as the children were home from school, the line would be engaged for another two hours. They would do their homework over the phone and talk to their friends that they had last seen on the school bus. Suppertime was again reserved for the men, who would try to contact those they couldn't reach at noon. And after supper there would

be another lull. This was the time that individuals made personal calls. However, they could not be too personal, because others always listened in. When I called relatives in Quebec City, I would speak French so that no one on the party line would understand. After a few words of French at least five receivers would hang up. I also heard via the grapevine that one of the operators was planning to take French at the community school in order to understand what I was saying. After ten at night the telephone was almost never used except for emergencies. Two sisters on the line would always call each other to say goodnight, and I could set my clock by their call.

The party line permitted cooperation in other ways. If at any time I failed to reach another member on the line, after two or three rings a neighbor would break in and tell me no one was at home and where I could reach them. If the neighbor didn't know where they were, she would at least tell me when she thought they would be back. At times of distress, there would be a very long single ring. This was the signal for every member on the line to pick up their receivers and find out where the emergency was.

Operators played a very important part on the party line. I could call an operator at any time for a wealth of information, including the time, road conditions in winter, progress of snowplows in the area, and much more. Operators would also cut in on parties if they thought they had held up the line long enough. And they could refuse to put through a long distance call if they thought everyone would be asleep, and fail to answer if they did not like you. Once when I was returning from Quebec City, I called home to remind my family that my plane would be arriving shortly. After two or three rings the local operator cut in and said not to worry, because my family had already left for the airport to meet me — much to the amusement of the Quebec City operator. I also learned to tell the operators apart by the way they rang. Therefore if I did not want to deal with an operator that I did not get along with, I would simply wait for the next shift to begin.

The dial telephone finally arrived in our district a few years ago. The party line still exists, but there are only four to a line now. We are connected with Charlottetown and can no longer call the local operator for information and aid. I miss the party line. Before, if I needed someone in a hurry, I merely had to turn the handle. Now I have to remember a long number of seven digits and dial it first. The old party line had many disadvantages, but I think they were outweighed by the advantages. #3724

Personal factors which affect one's ability to execute one's models include one's age, sex, feelings, beliefs and attitudes, mental and physical limitations, and present status. One may be young or elderly; male or female; lonely, angry, or hungry; happy or depressed; healthy, sick, or tired; injured or handicapped; wet or dry; hot or cold; or standing up or lying down.

Many kids are able to ride a bike without using their hands. I've tried many times, but my balance just doesn't seem good enough. #3725

After I pulled my back, I had to stay home for several days. I couldn't walk and wasn't able to go to work. #3726

I'm allergic to wheat and nuts. Wheat gives me sinus problems and nuts upset my stomach. Many kinds of food contain wheat or nuts, and I have to avoid them. #3727

My marriage broke up and I had to support my child and myself. At the time I had a part-time job in a government funded program. Then the program was terminated and I lost my part-time job. My roommate was in the identical situation and applied for welfare. I kept hoping I would find a job so I wouldn't have to go on welfare. I was embarrassed about getting welfare and kept putting it off, and when I finally applied I felt degraded. The welfare provided basic expenses, such as money for really cheap food, like potatoes. However, food is a priority for me, and I like to eat well and have my child eat well too. I bought more meat and other foods and ended up in debt. Welfare does something to you. Even when you shop for groceries, you have stamps they have to sign, so other people waiting to pay can see you are on welfare. You just have this horrible creepy feeling. I had to keep rationalizing to myself that I was trying to find work and this was only a temporary thing. I still felt rotten about it. Even though they say the welfare program here is very progressive, a lot of people feel the same way I did. I think there should be some assistance that doesn't carry a stigma.

My parents don't live on the Island. I couldn't afford a babysitter and everywhere I went I had to take my child with me. I felt very closed in, or trapped, by the situation. I was a single parent without any money. I felt at the time, and still do, that it was essential I get out of the house. Otherwise, there was no way for me to get to know anybody. I thought

I was going to go crazy being at home with my child all the time. Occasionally my roommate looked after my child and I did go out.

My mother is very much against welfare and thinks it is horrible. At some point I did tell my mother I was getting it, but she didn't respond. I don't know what she thinks I should have done. But my friends were fine about it and gave me a lot of emotional support. I also went to see a counselor at a mental health clinic which really helped. But if it weren't for my roommate I don't know if I could have coped. I would have, I suppose, but it would have been extremely hard. It's important to have people you can talk to. I'd look at the trees and say, "Yes, I suppose they are beautiful," but they really didn't look beautiful. It was like my soul was completely crushed. I felt very scattered. I felt unattractive and stupid, totally confused, and sort of crazy. If I hadn't talked to my roommate about what I was feeling, I'd have thought I was going crazy and that it was the end of the line for me. But in talking to my roommate I found these feelings were very normal. She said she felt exactly the same way, and that was a tremendous help to me. I was on welfare for four or five months. When I finally found a job it took me three months to get my debts paid off. #3728

Situations are often very fluid. There may be many variables involved which require one to make frequent changes in order to pursue one's models. In the following example the overriding model is "get the farm work done." However, there are numerous factors which determine who does it, when it is done, and precisely what must be done.

Our family has a farm with twenty to twenty-five dairy cows and about twenty beef cattle. The farm work is handled primarily by my father. My older brother has another job for about half of the year. He works on the family farm during the remaining months and whenever he can get breaks from his job. I am the younger son and work on the farm in the summer and during breaks in the university school year. During the summer I have a summer job and help with the farm work early in the morning and in the evening.

On a regular morning on the farm we start to milk the cows at about six o'clock. Mom gets up first and prepares breakfast and we get up around five thirty to eat. It is easy to get up once you are accustomed to the schedule. If we don't get up right after Mom does, she calls out, "Are any of you fellows getting up today?" But this only happens on Saturday morning if we were out late Friday night.

On Sunday mornings, however, no one makes it to the barn before seven o'clock or seven thirty. This is because everybody, including our parents, goes out Saturday night. Sunday morning everyone is usually slow and fairly slack. On Sunday my brother and I ask each other, "How's your health this morning?" and we talk about what we did the night before and anything exciting or unusual that occurred. If someone sleeps in on a weekend morning and doesn't show up for milking, he gets teased for being lazy and not dependable. On most Sundays the only farm work we do is milking the cows. But occasionally an emergency arises on a Sunday, such as cows may break out of a field. At such times everybody, including my sisters, gets out to help gather up the cows and herd them back into the field. Also, work may be done on Sundays if the weather is good while we are harvesting hay or grain. There are few ideal days when it is warm and dry enough to store hay or grain without the fear of it fermenting, and we have to take advantage of them. On one or two Sundays during the busy time in spring my brother and I may work on the farm to help Dad catch up.

Cows are milked twice a day, once early in the morning and again in the evening about six o'clock, or roughly twelve hours later. On days when no one has been home all day, the first one home in the evening is responsible for starting to milk the herd. When the other two arrive home they join the first person in the barn. If the first person didn't start to milk the cows when he should have, the other two usually complain when they get home. The first question they ask is "Why aren't you milking?" The usual reply is "I just got home." If one of us gets home late he expects someone else to already be home doing the work. But if no one else is there, he can get upset. This is because he has to do the work of two or three people and because everything will run behind schedule. But if help arrives soon enough, the guy in the barn will cool down.

On evenings when one of us has something planned for the night, he begins barn work early. He knows he should start earlier than the rest of us because he will be leaving before the work is completed. A person may also start earlier than usual if he has to do all the work himself. He needs to get the chores completed early enough to have enough time to do what he has planned that night. However, when something unexpected happens, such as a cow calving, the person who is milking gets pissed off. It means that his plans for the night are ruined or messed up. Last Sunday I asked my brother why he didn't go to Charlottetown the previous night. He explained, "I had trouble with those damn cows, so I couldn't get away early enough."

On evenings that are really busy, such as during haying season or when one person has to do the work alone, Mom may help with the chores. She doesn't work around the cows, but does lighter work, such as washing the milking equipment after it is used. Ordinarily she doesn't help around the farm at all. She claims, "I'm busy enough just having to look after you bunch, without having to help you."

We always make sure that at least one of us is home in the morning and the evening. If the cows weren't milked, even for one milking, it would cause them great physical strain because they would have to carry twice as much milk as usual. When one of us is not going to be home to help milk, he informs the others in advance. This is to ensure that someone will be home to do the milking. It also lets the others know they will have less help. One Christmas the entire family spent the night in Charlottetown. I had told them I would go home the next morning to care for the livestock, and I left Charlottetown at six AM. Occasionally one of us will be lax about one of our chores, usually cleaning. This may occur because of a lack of time or because there is only one person at home to do all the chores. Then the following day we spend more time making up the deficit.

When my father, brother, and I are all at home, we divide the daily work between us. When everyone is responsible for a separate part of the operation, there is less chance things will be overlooked and not attended to. We all participate in the actual milking of the cows. My brother feeds and cleans the dairy herd. I'm responsible for feeding and caring for the young calves and the beef animals. I'm also in charge of washing the milking equipment and keeping the milk room tidy. If one of us gets slack and begins to skip our responsibilities, the others get on our case. Dad may say, "How come you're not cleaning out those stalls?"

In the spring, which is the busiest season on our farm, work is also divided among the three of us. Most of the time in the spring my brother works at his job. Then Dad and I handle the chores. Dad does most of the field work, while I milk and care for the livestock. When I complete all the barn chores I go to the field where he is working. Then he usually returns home and I do the cropping, or planting, for several more hours. On days that my brother is not working at his job, he usually helps out with the cropping during the day. Then he joins me in the barn in the evening to help milk the cows.

During rainy days in the summer or stormy days in winter, it is difficult to work outdoors. At such times the only work that is done is milking and helping with animals. Repairs and maintenance work are

also done, but only if machinery is inside or can be easily moved there. Sometimes we do have to work outdoors in miserable conditions. Last weekend during a sleet storm the water pump for the barn stopped working. We called the plumber, but he didn't show up, so we had to fix the problem ourselves. We had to stand outside in the sleet and rain and dig down to the well. Then we had to take all the hose out of the well and replace it with new hose. It took us about four hours to correct the problem. On other rainy days in summer, when there is nothing that needs to be done, we sometimes visit neighboring farmers. Most of the conversation during these visits pertains to farming. Popular topics are the low prices paid for farm produce and the high cost of producing it.

When we are busy planting in the spring or harvesting in the summer and fall, meals are not held at a set time. Instead they are prepared so they can be served when it is most convenient for us. If we are harvesting hay, we never know how long it will take us to load the trailers and haul the hay back to the barn. When Mom or the girls see us making our way back to the barn, they begin to prepare the meal. If they have prepared something quick, we will eat before we unload the hay. But when a meal is cooked, we wait until after the hay is unloaded before we go in to eat. When we do go in for our meals, we usually eat them quickly. Then we rush back out to work on the hay again. Dad always says, "Come on fellows, let's get going." The idea of leaving the field at a preset time for lunch or supper during haying is totally unheard of. This is because we try to gather as much hay as possible and spend as little time as we can on anything else.

Occasionally one or two of us have to miss out on special events because of farm work. This happened when my sister was married in Charlottetown. Her wedding ceremony took place at five o'clock in the evening, which is when we begin to milk the cows. My brother and I decided we would stay home and do all the chores and then travel to Charlottetown for the reception. Early the next morning my brother and I had to travel home again to do the morning milking and chores. It would have been impossible to get someone else to milk the cows. Once the cows become accustomed to certain people, they can be very stubborn around anyone else. Also, it takes a great deal of experience and skill to milk a cow.

Vacations often pose a problem. When one of us plans a vacation we pick a time when the farm isn't busy. Vacations are also taken when they will least interfere with the plans of other family members. My brother is leaving on a two week vacation in a few weeks. He said, "I might as well

Getting one's environment to be consistent with one's models

go now, when there isn't anything going on at home." His going won't be any inconvenience now, because I'll be free on weekends to help out at home. But if one of us left during the planting or harvesting seasons it would cause quite a stir at home.

When any major decisions are made concerning the farm and its operation, my brother and I are always consulted by our parents. Because we take such an active role in the daily operation of the farm, they value our recommendations as to how the farm should be run. We are usually consulted on financial matters, such as the purchase of equipment or the sale of animals and crops. Several years ago Dad wanted to expand the farm and specialize in dairy farming. He asked my brother and me, "Do you guys think it would be a good idea or what?" We felt it was a good idea, so we expanded. #3729

One may even have an incorrect, or false, perception of one's situation, and this may influence the models one selects and implements.

I notified my place of work that I would retire early at the end of the year. My bank and commodity stocks had done very well, and I assumed my financial future was secure. But suddenly there was a worldwide credit crunch and banks started going belly up. So the entire financial sector, including my bank stocks, dropped like a stone. Because of the credit crunch it looked like there would be a global recession and all the commodity stocks nosedived too. I realized I had made a mistake and I was retiring too soon. #3730

Getting one's environment to be consistent with one's models

In order to achieve consistency with their models, people must deal with other people, themselves, and their environment. Dealing with other people and dealing with oneself are considered in later sections of this chapter. In addition, people deal with other kinds of phenomena, and these are grouped together here as environmental phenomena. In this chapter we are concerned with getting one's environment, or environmental phenomena, to correspond with one's models. Two other chapters in this series also consider environmental phenomena, but do so in a different way. In the

chapter on Conserving Time and Energy in Volume Two, environmental phenomena are selected, located, and used to minimize effort. In the chapter on Employing Orientations in a later volume, environmental phenomena are designed and placed to allow the brain to operate more efficiently.

People want total cooperation from their environment as they employ their models. They expect environmental phenomena to be easily acquired, assembled, understood, handled, used, and maintained. They expect environmental phenomena to work the way they want and to do so the first time. However, because objects and other environmental phenomena often do not correspond with or comply with their wishes, people experience difficulties in implementing many of their models. Therefore people apply various tactics to maximize environmental cooperation and minimize environmental interference with their models.

Tactics employed with one's environment

People use a variety of tactics to get their environment to correspond with their models. These include the following:

- 1. Doing what has worked before
- 2. Acquiring necessary resources
- 3. Inventing resources
- 4. Placing resources
- 5. Placing oneself
- 6. Using resources
- 7. Doing things when you think of them
- 8. Selecting the most suitable copy
- 9. Selecting a better time or place
- 10. Preparing items
- 11. Testing items
- 12. Making improvements
- 13. Keeping items in proper working order
- 14. Fixing items
- 15. Having multiple copies

Getting one's environment to be consistent with one's models

- 16. Replacing items
- 17. Reusing less desirable items
- 18. Substituting items
- 19. Taking precautions
- 20. Checking
- 21. Using backup
- 22. Repeating one's actions
- 23. Modifying one's actions
- 24. Adopting a different approach
- 25. Experimenting
- 26. Using force
- 27. Using destruction
- 28. Doing things oneself

Each of these tactics will be considered in turn.

1. Doing what has worked before

People normally stick to the tried and true. They have thousands of ways of doing things that continue to work the way they want them to and produce the results they want. Often these have become routine, and there is no reason to consider changing them.

As soon as I get up in the morning, I shave. After that, it takes very little time to get ready to leave for work, and I can often leave early. If I start doing something else and put off shaving until later, it seems to take much longer to get ready, and I always leave the house much later. #3731

Right after I open the door of my store in the morning, I turn on all the lights, put the open sign in the window, turn on the computer, turn up the heat, take off my coat, and put the cash in the sales drawer. Because I do all this right at the beginning, I don't have to worry about forgetting something and having to interrupt what I am doing later to do it. #3732

When it comes to buying a car, I've owned four different Pontiacs over the last fifteen years. I've never had a problem, so why should I change? #3733

2. Acquiring necessary resources

In order to execute many of their models, people require specific objects, materials, equipment, facilities, personnel, information, and skills, which people have to acquire or obtain access to. Depending on the models being enacted, people may require and use a great variety of different items, such as apartments, appliances, bird feeders, blueprints, books, briefcases, building supplies, calculators, cameras, cars, cash, clocks, clothes, computers, condiments, containers, copiers, cosmetics, credit cards, desks, detergents, dishes, drinks, exercise equipment, eyeglasses, filing cabinets, food, furniture, glasses, houses, keys, lawn mowers, linens, loans, manuals, movies, musical instruments, music players, music recordings, office supplies, paper, pens, pet supplies, plants, pots and pans, printers, racks, recreational equipment, reports, research equipment, software, sporting and camping equipment, suitcases, telephones, television sets, tools, trucks, utensils, films, and/or watches.

The majority of teenagers start drinking before they reach the legal drinking age, which is currently nineteen. In fact, most kids probably take their first drink by age seven or eight when they take a drink out of their father's beer. Initially they are curious. As they grow up they want to do what the older kids and adults are doing, and that is drinking on social occasions. A lot of the young people I know drink for the same reasons that many adults do. Drinking allows them to loosen up and relax and be more sociable. Some drink because they have problems at home or in school and drinking enables them to temporarily forget their problems. In addition, there is a great deal of peer pressure to be one of the guys and be a good drinking buddy. Your friends often want you to get drunk with them, because "the more the merrier." If you are the only one sober, you will probably not have a very good time.

One of the biggest problems for young people who want to drink is getting money to buy alcohol. Many young people do not have jobs and have to gather money in other ways. There are some who do not eat lunch at school all week so they can save up for a few beer or a pint on the weekend. Parents also give their kids money to go out on the weekend and do not realize it may be spent on alcohol. During the summer it is easier to get money because there are many small jobs you can do to get cash. A few of my friends fished for quahogs and sold them just to support their drinking habit. Between the ages of thirteen and

sixteen I cut the grass at a nearby church to get money to buy beer on the weekend. There are even some young people who lie and steal to get the money. I know a couple of young guys who went door to door saying they were collecting for Allied Youth or some other organization and took the money and spent it on liquor.

The next problem is actually getting the liquor. Most young people know someone who is old enough or looks old enough to buy liquor at the liquor store. Sometimes young people wait outside a liquor store and ask a stranger to buy liquor for them. Often the stranger can empathize with them because he did the identical thing when he was underage. After they have the liquor they must find a safe place to drink it. If they are caught drinking by the police they may be charged with illegal possession or underage drinking and be fined. I've had to pay my share of this fine a couple of times. Sometimes they may be sent to a young offenders' facility for the night, which I hear is not a very pleasant experience. Sometimes they can drink at a house party or beach party. A lot of teens find a sober driver and ride around all night drinking, and some drivers join in and drink with them. #3734

Most people who use mild drugs, such as marijuana and hash, have their first contact with drugs through school or members of their family. I know a kid who hangs out at the local recreation center, and every time I see him he is stoned out of his tree. I asked him how old he was and he said ten years old. I also asked him where he got his drugs and he told me his older brother gives them to him.

My first contact with drugs was in junior high school. I had my first experience with drugs before I had my first experience with alcohol, and this was also the case with most of the people I know. The reason is that drugs are easier to get in junior high school than alcohol is. We would wait for hours down at the liquor store for someone to go in and buy some for us. But all we had to do to get drugs was talk to this guy at school and we would have them within five minutes. Relatively speaking, drugs were cheaper than alcohol. At that time it cost about four dollars to buy a pint of liquor, and this would get two people drunk. But four dollars worth of drugs would get four people fairly well stoned. Because we had to spend our lunch money for them, we always took the cheaper alternative.

I used drugs quite a bit when I was first introduced to them. When my friends and I started using drugs in junior high we were considered really cool by the rest of the kids in our grade. But by the time I was in the eleventh grade in high school, the attitudes of the same kids had changed,

and my friends and I were considered the biggest assholes in the school. In the eleventh grade I and three other guys would save any drugs we got after school for the next day. Then everyday we would smoke ten joints. We smoked five of them in the morning before classes and another five before afternoon classes. Everyone in the school, including the teachers, knew we were always stoned. The only people who didn't know were our parents. We really didn't care what others thought. We had formed our own little clique which supplied us with all the drugs we needed.

We established one tradition. Every Thursday night I and two other guys would make sure we had at least ten joints. Then we would go to my friend's house. We met about seven o'clock, about fifteen minutes after his parents had left for church. We set up his stereo and a strobe light in the living room and got out tennis rackets to use as pretend guitars. Next we would smoke about five of the joints out in his garage. Then we would crank up the music to an incredible volume and "jam" to the music. After jamming for a couple of hours we would go back out to his garage and smoke the other five joints. Then we would sit down and watch a program on TV. We did this every Thursday for about two years.

Our hangout was the local shopping mall. We would go there almost every day and pour money into this one video game called *Space Invaders*. Many people like to get the most from their high by playing video games. Places with video games get bad reputations because a lot of druggies hang out there.

There was one guideline that I and most of my friends followed. This was when you smoked drugs you always got high with someone else. Otherwise most people would consider you a burn out, which is someone who has to get as high as possible and therefore smokes all his drugs by himself. I remember saying that if I ever started smoking drugs by myself it would be time to quit. Of course, later on I did smoke by myself and I never did quit.

Most drug users tell others that they would never push, or sell, drugs if it was the last thing they ever did. But I think anyone who smokes any amount of drugs has to sell them to support their habit. Most people do end up selling drugs at least once. When I was in high school there were three main spots to buy drugs. These were a pool hall, a local restaurant, and the easiest place of all, school. You take a big risk when you buy from dealers in a public place. Narcs may be nearby and see you, or the dealer may rip you off real bad. One time my friend and I paid \$30 to a guy for two grams of hash. When we got home we realized how little he had given us. The two "grams" together didn't even make up one gram. The attitude in the drug business is that if you are stupid enough to get

ripped off like that, too bad, you lose. The best way to avoid getting ripped off is to buy from someone you know personally. Once I got more than my money's worth. I bought nine joints of Columbian from a friend for five dollars, and this much Columbian had a street value of eighteen dollars. I guess he needed the money pretty bad. Those who sell drugs for a living are very street smart. They know who every undercover cop is and what he looks like. One summer I was with a guy who had sold joints in Charlottetown for most of his teenage years. Within about two hours he pointed out all the narcs and the cars they drove. After that I had the easiest time spotting them. However, I would usually get my drugs from my friends. This way I avoided the risk of buying them in public. One advantage of getting drugs from a friend is that you usually don't have to pay in cash. Instead, you do the same for him when you have a supply of drugs and he doesn't.

There are different types of drug parties. There are those who use mild recreational drugs and do not let them dominate their lives. They have low-profile parties with perhaps five or six couples who are very good friends. You sit around listening to music, having a few drinks, and smoking a few joints. You talk about things like movies, music, and sex. Then there are large, high-profile parties with people whose primary interest is drugs. I had a party like this once and roughly 175 people showed up. Out of these I knew about 20. Everyone talked about the exact same thing, which was drugs and where to get them. Everyone gets drunk out of their mind, someone always steals something, and people crash anywhere in the house. When you are the host you don't dare fall asleep before everyone has either left the house or crashed, because you fear they will tear the house apart. One summer I heard of a guy who threw a party the same size as mine. He passed out completely early in the evening, and when he woke up the next morning there was about \$10,000 damage to the house. Fights had broken out during the night and the people there just went wild and destroyed the toilet, sinks, carpets, drapes, a microwave oven, and other things. At these parties often the police stop by and tell you to quiet down because the neighbors several blocks away are complaining about the noise. Once I went to another type of drug party because I was dating a relative of a member of that group. The husband and wife who threw this party were prominent business people, and they held it in their home, which was one of the most beautiful homes in Charlottetown. The party started about nine o'clock, and we were greeted at the door by the host who offered us a hit of acid to start the evening. My date and I both took a hit. Everyone who arrived was offered some acid and just about everyone took some. There

was plenty of booze and about two pounds of hash brownies. The party was very well under control and everyone displayed perfect manners. My date and I were the youngest ones present and we were made to feel very welcome. People talked about everything from stocks to sex.

Since graduating from high school I have tried to keep my actions within the drug culture very discreet. I've cut back to just the mild recreational drugs. I think if I hadn't, I would have been using heavy drugs, which is what happened to many of the people I used to party with. You can't do anything for them until they make up their minds they want to get out. I think if you take things in stride and use a little common sense, smoking mild drugs is a very pleasurable experience. But it has to be done in moderation. If it gets out of hand, you can get caught up in a situation that can be the hardest thing you'll ever try to pull out of in your life. #3735

Before 1980 our family lived on a 200-acre mixed farm. There were five children, a girl and four boys, who ranged in age from 18 to 24, who lived at home. In addition, there were several older children who lived elsewhere on the Island or in other provinces. We did not have a telephone at the farmhouse. My mother was the primary obstacle to getting a phone, because she refused to have one in her house. This wasn't for financial reasons. Instead she argued, "If we were to get a phone, we would have to be on a party line. A party line is so bad you need to make an appointment in advance to use the phone." Because the family did not have a phone, most things had to be planned in advance. If Jane, the girl, had a date or wanted to go out with her friends, she had to make her plans well ahead of time. Then if there was a change in plans, Jane was the last to find out. The two youngest boys did not have cars. Therefore they had to rely on our parents to drive them where they wanted to go. They frequently went to high school dances, and had to arrange in advance when they wanted to be picked up. They had to adhere to the prearranged time, because there was no way to notify the family of a change in plans. The two older boys with cars would want to go out with their friends and sometimes learned too late that their friends had already made other plans. As a result they ended up spending more time at home than they would have liked to. If someone wanted something that wasn't at home, we would have to hop in the car to go get it. There was no way to arrange to have it brought to us. This was often the case when we got the "pizza crazies." We always had to plan the time and place of our departure and return, rather than do things on the spur of the moment. Consequently there was little real spontaneity.

It was a common understanding among the family members that we gathered together at home on Sunday. These weekly meetings were well attended, because without a phone this was how we kept up with family news. We kept in touch with family members in Nova Scotia and British Columbia through letters, which were written at least once a week. When important calls had to be made or received, we would impose on one of our neighbors who had a phone. These calls were limited to serious matters. For example, when a close family member died, one of the boys was delegated to go to a neighbor's house to notify the other family members. Subsequently the family all got together at our house. When we were notified by a neighbor that a call had come for us, one of my parents had to drop what he or she was doing and go return the call immediately in case it was important, which it usually was.

In 1980 our family moved to a house in a residential area of one of the larger towns on the Island. This house had four phones already installed. My mother was adamant that three of the phones should be removed, because "I'm not about to have my life revolve around a little piece of electronic gadgetry." Nevertheless, because of the phone, life changed quickly for the family members. Activities suddenly became much more spontaneous. Jane, the daughter, began to make plans whenever she felt like it, and often called friends to get together that same evening. The two boys without cars did not have to limit themselves to specific times and places when they planned to be picked up. Instead, they would call when they were ready to come home, or else they could get rides back home from their friends. The two older boys were able to keep closer contact with their friends and make plans more easily. Family members could be notified of changes in plans, and appointments could be made on the spur of the moment. When someone got the "pizza crazies," we could phone the local pizza parlor and sit back and wait for delivery.

There were also significant changes for my father and mother. My father could phone when he was ready to be picked up from work, and did not have to leave at a prearranged time when someone came for him. Initially he was not used to using a phone, and yelled into it. He had the idea that people on the other end of the line were so far away they would have a hard time hearing him. My mother also had little previous experience with phones, but soon became quite attached to them. Now she could keep in regular touch with her immediate family members and did not have to wait for the traditional Sunday gathering to get the news. She began to call friends and relatives that she normally

didn't see for months at a time. We wrote our relatives in other provinces less often, but as Mom says, "We can cover more in one phone call than in several letters." When the phone rings my mother is the first to answer it, and she seems to get upset if someone else picks it up first. In fact, it has become an unwritten rule that she answers practically all calls coming to our house. As a result of her attachment to the phone, she decided she wants two phones in the house, but still maintains she could live without one. #3736

People frequently seek information in order to get the resources they need to implement their models. This information is obtained verbally from people and from written sources.

Do you have the car keys? #3737

What time does the liquor store close? #3738

My daughter was in the bathroom, and I called through the door, "Are you going to be there long?" "No," she said, "I'm just leaving." #3739

The company I work for is implementing an early retirement program. I called up the personnel department to find out what the benefits would be. #3740

People also keep manuals and other information to help them use an item.

I wouldn't try to operate a software program without a couple of thorough manuals to explain what to do. Sooner or later you hit something that you don't know how to cope with. It can tie you in knots until you figure it out. #3741

When I bought a new camera I gave my old one to a friend. His first question was "Have you still got the instruction manual that goes with it?" #3742

People often need current information. For example, they may want the latest weather report or stock prices in order to make appropriate decisions.

When they have a choice, people select the items which best satisfy their model.

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They say it's a question of when, not whether, the hard drive in your computer will crash and wipe out your data. Therefore I knew I had to get a tape backup unit to protect the contents of my hard drive. I also knew I wanted an external tape backup unit so I could use it for more than one computer. I looked around the local stores, but they didn't have one with enough capacity. So when I was in New York over Christmas I found one that would handle a large hard drive, and I bought it. #3743

A friend of mine is traveling and said I could use his car while he's gone. I decided to do just that because I needed to attend a funeral service in the country. But when I took the car to the garage to get some gas, both the attendant and the mechanic couldn't get the gas tank open. Apparently the whole mechanism had rusted shut. So I returned the car to my friend's house and went and rented a car instead. #3744

When a person's model changes, the person frequently has to obtain different resources to satisfy the new model.

I decided I would spend a month in Europe. So I went out and bought a number of travel guides on specific countries I planned to visit. #3745

When I changed my word processing software, I had to get a whole new set of manuals to help me. #3746

I needed a drafting set for my geometry class, and I bought the cheapest set, which cost three dollars. Then our geometry teacher told us why we shouldn't buy the cheapest set. So I went back and got the five dollar set instead. #3747

In the case of skills, people often need to acquire them beforehand. Thus they may need to learn how to type before they apply for certain jobs, or decide to learn some foreign words and phrases before they travel to a foreign country.

3. Inventing resources

When they can not acquire the necessary resources, people sometimes invent them. They may make a design, build an item, conduct research, or write an article or book. This provides the resources they need to pursue their models.

I need a good business card, and I've been looking at books on business cards and at clip art. I've seen a few ideas I like, and they've helped me realize I want an entirely original design. #3748

We have an outside cat that we feed every day. When there's a snow storm or it's really cold he stays inside our back porch. I'm going to get a carpenter to build a small shelter to keep him warm. I want it to fit out of the way between the shelves on the back porch. #3749

4. Placing resources

In order to have resources when and where they need them, people place them in appropriate locations. For example, they may have a stove and refrigerator in their kitchen, a comfortable chair near the television set, and a computer on their desk.

Now that I have a computer at home, I can work there when I feel like it, and don't have to wait until I get back to the computer in my office. I've even divided my work up so I work on certain projects in my office and on other projects at home. That way I don't have to worry about carrying work back and forth and updating the same file on both computers. #3750

If items are not at hand when needed, people can not carry out their models. For example, if they do not have a fire extinguisher in the kitchen, or a smoke alarm near their bedroom, they will not be able to react as they want if there is a fire.

Often when there's a major snow storm, the power goes out and we don't have any light or heat. So we've bought flashlights, candles, and matches to carry us through until the power is restored. We also bought an emergency radio that doesn't require batteries, because you can recharge it by turning a handle. We keep all these things together in a special spot in the hall cabinet. This way we can find them easily the next time we need them. Otherwise, it's practically impossible to find things when you search through the house in the dark. #3751

People also carry certain items with them so the items will be accessible. For example, they may keep money in their wallet, purse, or pocket to pay

for things wherever they go; carry a briefcase to keep material they are working on with them; and keep a safety alarm on their person. It does no good to have a personal safety alarm in your drawer at home when you are attacked by an assailant on the street.

People position items to make it easier to subsequently execute their models.

Often when I buy a new carton of milk there is still some milk left in my previous carton. I put the new carton behind the previous one in the refrigerator, rather than in front of it, so I can easily get the previous one in and out of the refrigerator and empty it first before I have to open the new one. #3752

When I park my car in a parking lot I always try to position it so I can easily get it out of the lot later. I try to park in a front row so I can drive forward and don't have to back out. I also look for a space that is not right next to other cars, so I won't have to worry about avoiding them when I leave. #3753

When we got ready for our party, we moved all of the living room furniture into a storage room to give us a big dance area. #3754

5. Placing oneself

People also place themselves in positions so that they can best execute their models. They walk, stand, sit, and lie where they can best see, hear, and do what it is they want to do. For example, they position themselves directly in front of desks, computers, TV's, movie screens, and meals. In addition, people avoid environmental phenomena which would interfere with or prevent them from carrying out their models. Thus they avoid difficult inclines; bumping or running into objects; falling into holes; adverse weather; and congestion which would be difficult to get through, such as dense brush or traffic jams. They also avoid areas and situations where they are more likely to fall or have a collision, such as at ledges and on patches of ice on a highway.

There are a large number of golf courses on Prince Edward Island. Often people who play take the distance to these courses into consideration when they decide which course to go to. Sometimes, particularly on

weekends, you will travel to a golf course only to find a massive crowd of people waiting at the first tee to start their game. This can be quite frustrating, because you may have to wait a couple of hours before you can start to play. And if others ahead of you are playing slowly, it can be hard to concentrate on having a good round. This is why many people travel to courses that are only fifteen or twenty miles away. These courses are good enough for the average weekend golfer and if there is a large crowd there you can always turn around and go home. But if you travel to one of the better courses, which are 35 to 80 miles away, you have to spend much more time driving there and back. You feel you have wasted much of the day if you have to wait a long time to play, or if you decide to return home without playing. #3755

6. Using resources

People look at, listen to, and handle environmental phenomena in order to carry out their models. For example, they look at people, plants, animals, buildings, vehicles, printed material, television sets, computer screens, signs, traffic lights, watches, and other objects. They listen to verbal communications, music, machines and appliances, sirens, horns, animals, water, and the wind. They handle coins, keys, doors, doorknobs, handles, medications, clothing, electric switches, keyboards, copiers, and steering wheels

In the past Catholics used holy water, or Easter water, in the barns and all the buildings and on the crops as well, but they don't anymore. They would make the sign of the cross with it. It was used just as we do today in the house — on the four walls of each room, the windows, and the doors too. It wasn't used on the floor or the ceiling.

Today holy water is used mostly for thunder and lightning and to bless one's home. A lot of people don't have lightning rods. I guess they use holy water; that's what we use. Whenever it starts to thunder and lightning you get the holy water and put the sign of the cross on yourself and everybody else. Then you do the same to all the windows, doors, and walls of the house. People are really afraid of thunder. Mom is terrified of it. I don't know why. Maybe because it can cause fire, or because they don't fully understand it. I hate it myself.

If someone leaves home they might give them a bottle of holy water. It would be to protect you from thunder and lightning. And I suppose if you were staying in a hotel for a long period of time, you'd

use it in the room. When I moved to my apartment in Charlottetown, Mom gave me a bottle of holy water. And she told me to go all over the apartment with it, and I did. This was to bless the place. That Easter I got a new bottle and did it again. At Easter most people at home get a small bottle full of holy water, about the size of a bottle of vanilla extract. We don't have a label on it; it just looks like water in a bottle.

At different times it has been thundering and Mom will call me on the phone and ask if I have used the holy water, and I'll say, "Yeah." And she'll say, "Well, you're all right then." One night last summer it was thundering and lightning and I was scared. Tom, a Baptist friend, was visiting and I wanted to go get the holy water, but I knew he would make fun of me if I did. He has no respect for anything. And I was thinking, if this keeps up just a little bit longer, I'm going and getting it regardless of what you say. I wouldn't have blessed him or my roommate with it because they wouldn't want me to. One time I told Tom, just joking, that he'd really better be careful what he said to me or I would use the holy water on him. He responded, "Oh, I don't care. Greater is He who is in me, than he that is in the world."

I suppose holy water gives protection against evil. The idea is that if you have it, you're safe; and if you don't, you're kind of in Dutch. I never thought about it, I just assumed whatever it was used on would be protected. From evil spirits, the devil, things like that. I don't know. I think the devil would be the main thing.

About three weeks ago they had a snow storm on the weekend and the electrical generating plant burned out, so we didn't have any power. I had a very bad headache and we didn't have any ice. So first they used snow, and it didn't work. And Mom had May water. That's snow that comes in May. You melt it, and you save it. I don't know if it has any association with the Church or not. May is the month of Mary, and Mom always puts a bottle up every year. It is used for sickness, especially things wrong with your eyes, like soreness and infections. It's supposed to work. So Mom rubbed the May water on my head, and my sisterin-law said to drink some too, so I did. Mom said she'd never heard of anyone drinking it before, but she didn't think it would hurt. But it didn't work. So then they put holy water on me after that. Mom thought of it, but I don't know how common it is to use holy water this way. #3756

7. Doing things when you think of them

People learn that if they do not do things when they think of them, they are likely to forget about doing them. Then when they remember to do

them, they may be in an inappropriate setting or not have access to the information or equipment they need. Therefore, they may try to do things when they think of them, before they are distracted by something else.

I needed some blank video tapes in my office at work. I have some blank tapes at home, but I kept forgetting to take them with me. The next time I was at home and thought about them, I immediately put some blank tapes by the front door so I would remember to take them with me the next day when I went to work. #3757

8. Selecting the most suitable copy

In order to achieve their model, when more than one copy is available, people select the copy which is most likely to perform as desired.

The toilets in the washroom on my floor don't have any pressure and flush poorly. So I go to the washroom downstairs where the pressure is greater, and I use the toilets there. #3758

There are a half dozen photocopy machines on the second floor in the campus library. The problem is that the quality of their copies is very uneven. Some machines produce very dim copies and others give you unwanted gaps and streaks. When I have to do a lot of copies, I do one copy on each machine, compare them, and use the machine which does the best job. Sometimes none of them do a good job, and I leave and try the copy machines elsewhere in the building. However, if I find a machine that works really well, I don't bother trying out any of the others #3759

When I go shopping for groceries, I always try to select the best items. How I select depends on what type of food I'm getting. If I'm choosing a bag of potatoes I look for one in which the potatoes are not too big or too small. I also want potatoes that look fresh and don't have rotten spots or wrinkles. When I compare packages of meat I check the date to see which ones were prepared most recently. I look for meat which is lean and fresh. I select beef which is red or pink, instead of brown, and chicken which looks clear, not dull or cloudy. In the case of green onions, I look for those that are not crushed or yellow, and with regular onions, I check the area beneath the leaves to see if it feels firm or soft. If it is soft

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the onions are going rotten. When I buy dairy products, such as a specific kind of milk or yogurt, I compare dates and take those that have the longest time to go before they are no longer good to use. With bananas I look for ones that are full grown and fat, because they are riper and taste better. I avoid the skinny, immature ones. And I don't want ones with bruises, because they are rotting. With pineapples I want those that are full grown and ripe. I look for yellow ones with big eyes. With mangoes I want those that are already orange, because they were ripe when they were picked. I also want ones that are firm. If they have been squeezed or bruised, they feel soft. I sniff mangoes, because the ripest ones have the strongest smell. #3760

9. Selecting a better time or place

Often one decides that a different time or place would be more suitable for the execution of one's model. For example, if it is raining, one may decide to have a picnic or barbecue on a different day; if the price of an item one wants is about to rise, one may decide to buy it now; or if the place where one wants to go on vacation is experiencing political problems, one may choose to go elsewhere.

I wanted to do some snorkeling when I was in the Caribbean. But there were Portuguese men-of-war in the waters around the island where I was staying, so I dropped that idea. #3761

My investments have been clobbered by the fall in technology stocks. So I'm not making any major purchases until the stocks go back up. #3762

10. Preparing items

People frequently need to prepare items for use. For example, they usually have to remove items from containers and packages to get access to them, to plug in electrical appliances before they will work, and to cook food before they eat it.

I hate long pencils, and I hate to see someone use one. I refuse to write with a pencil unless it is nice and short. When I get a new pack of pencils I spend about twenty minutes sharpening them to make them shorter. #3763

I collected some music I needed for a class I was teaching in Latin Dance. I organized all the music on a single compact disk so I wouldn't have to change disks while I taught my class. Then I listened to the music on the disk to make sure it was recorded properly. As I listened to it I marked each track "slow" or "fast" and put an asterisk in front of the tracks that really made me feel like dancing. This way I will be able to find the kind of music I want when I need it. #3764

11. Testing items

People test and measure items to see if they are suitable for use. Thus they may put their hand or finger into water to see if it is the temperature they want, place a gift on a piece of wrapping paper to see if the paper is big enough, or try to put an item into a box to see if the box is the right size to hold it. If an item is not suitable, people modify it or find an alternative item.

12. Making improvements

Often items are not ideally suited for the execution of one's models. Therefore one seeks to improve them in order that they better comply with one's models.

My morning coffee is filled to the top of the cup. When I want to carry it elsewhere, I don't want to spill any. So I have to take a sip or two first. #3765

When I wanted to write down some notes, all I had with me was a wrinkled sheet of paper. I held it flat with my left hand while I wrote on it with my right. #3766

Often when I get in a taxi, the air inside is full of tobacco smoke. Smoke is the last thing I want to breathe. So I open my window to let in some fresh air. This helps some. But even with the window open all the way, it's only possible to flush out some of the smoke. #3767

13. Keeping items in proper working order

People frequently adopt measures in order to keep items working properly. For example, they clean their eyeglasses, camera lens, computer screen,

windows, and windshields; remove mineral buildup in humidifiers and coffee makers; drain radiators; clean tape heads on cassette players; oil metal parts that rub together; tighten screws on numerous objects; wash clothes and dishes; add air to their tires; empty the lint collector in the machine for drying clothes; and provide food, shelter, and medical care to pets and livestock.

14. Fixing items

When environmental phenomena fail to work as desired, people often know or suspect what they need to fix to get them to work properly. They may need to replace a part which no longer works, to tighten a connection, or to connect the item to a socket. Often they learn what will get a particular item to work correctly, and this knowledge may be obtained through experimentation.

My computer monitor used to fade out on me. I realized that this happened if I turned on all the pieces of my computer at the same time. So now I wait until everything else has warmed up before I turn on the monitor. It rarely fades out on me now. When it does, I turn the monitor off, wait a minute, and turn it on again, and this corrects the problem. #3768

15. Having multiple copies

People also obtain multiple copies of an item in order to better execute their models. As a result they are better able to put their hands on the item when they need it. Items such as scissors, tape, pens, tweezers, dental floss, and facial tissue are likely to be moved from one location to another and therefore are hard to find when one needs the item. Having multiple copies increases the likelihood one will be able to find an item when one needs it.

Often items are already in use by other people (or by oneself). Therefore one needs more than one copy if one wants to have it available when one wants it. Examples include coat hangers, dishes, glasses, flatware, towels, chairs, beds, pillows, bathrooms, and cars.

Tactics employed with one's environment

When you have kids you have to get a second television, or else you'll never get to watch what you want. Kids spend all their time playing video games they've hooked up to the set, or else watching cartoons or programs about teen adventures and relationships. They are always in the middle of watching their favorite program, and about to watch something they've been waiting all week to see. When you don't have a second set, you have to force them to give up the TV if there's a program you want to see. #3769

16. Replacing items

Many objects that one uses in conducting one's models are expended and discarded when they are used. Therefore, one needs to replace these items if one expects to have them available in the future when one needs them again. People replace many items in order to be able to employ models which require them. Examples include matches, cigarettes, various foods and drinks, snacks, toilet paper, facial tissue, napkins, paper towels, sanitary pads, soap, shampoo, conditioner, detergent, tape, paper, pens, staples, paper clips, file folders, toothpaste, shaving cream, razor blades, dental floss, deodorant, cosmetics, pet food, kitty litter, coins, and cash.

If one finds that an object is no longer working, or not functioning well, one often replaces it. People replace light bulbs, batteries, ballpoint pens, items of clothing, cars, and appliances, such as vacuum cleaners and washing machines. Sometimes one attempts to get an object repaired. Often, however, if the cost of repairs is a large percentage of the cost of a brand new item, one may decide that the item is getting old, is likely to have other problems soon, and therefore is better replaced.

17. Reusing less desirable items

When the item one wants is not available or one can not get it, one will often continue using a less desirable item in order to execute one's model. Thus if one does not have a new razor blade, one will continue using a dull one; if one does not have a clean pair of socks or underwear, one will wear a soiled pair; if one does not have a bar of soap, one will use whatever slivers of soap remain; if one's umbrella is damaged, one will use it anyway to stay dry; and if one does not have the money for a new car, one will continue using the car one has.

18. Substituting items

When the items people use or want are not available, people often make substitutions in order to be able to employ their model. Thus they may use soap when they are out of shaving cream, take another family member's shampoo or conditioner when their own is used up, call a taxi when their car will not start, read a less desirable newspaper or magazine when the one they regularly buy is sold out, buy a different drink or candy bar from the vending machine when they can not get the one they want, see a movie or video they are less interested in when the one they want to see is sold out or rented, and take a different job when they fail to get the one they really want.

The candy shop was out of chocolate-covered coffee beans, so I bought fruit gums instead. #3770

We went over to Halifax for the weekend and wanted to go dancing. I called around to see if there was a Latin or Zydeco band anywhere. No such luck. The best we could find to go to was a Blues band. #3771

19. Taking precautions

People frequently take precautions in order that they do not encounter difficulties with environmental phenomena which will interfere with the execution of their models. For example, they may take a second pair of glasses with them on a trip, in case they break their first pair; carry traveler's checks or wear a money belt in case they are robbed; take an umbrella in case it rains; make a reservation in case a restaurant is full; have their car checked and repaired so it is less likely to cause trouble on a trip; and leave early so that any transportation problems are unlikely to stop them from getting where they want on time.

The men who are repairing the roof next door have dropped nails all over the driveway between the other house and my own. Because they don't pick the nails up, they ran over one and their truck now has a flat tire. I went out and picked up eighteen nails, because I don't want to run over one myself. #3772

Also see the chapter on Taking Precautions in Volume Two of this series.

20. Checking

People frequently check to make sure that things are the way they are supposed to be, or that things are working the way they are supposed to work. For example, they check to see if there is soap and shampoo in the shower, if a fruit drink needs to be stirred, if their doors are locked and their windows closed, if they have enough money with them, if no cars are coming toward them before they cross the street, if mail actually dropped through the mail chute, and if they have enough gas in the car before they take a trip.

21. Using backup

People often make arrangements beforehand so that if their initial effort fails to satisfy their model, they will have additional opportunities to do so. This increases the likelihood they will be able to fulfill their model. For example, they may carry extra coins with them to a vending machine in case the machine does not deliver the item they choose, they may select more than one film or book in case the first one does not satisfy them, they may select more than one restaurant in case their first choice is full or closed, and they may apply to more than one job or university in case the one they want does not accept them.

22. Repeating one's actions

If people fail to get the result they want the first time, they often repeat their action. Thus if they call a number on the telephone and there is a busy tone or no answer, they call again later; if they drop a coin in a vending machine and the coin is returned, they drop it in again; if they push a button on an elevator, appliance, or computer keyboard, and there is no response, they push the button again; if they throw a sheet, blanket, or bedspread over a bed they are making, and it does not spread well, they pull it off and try again; if they ring a doorbell and there is no answer, they ring it again; if a toilet does not flush properly, they push the handle again; if they turn the ignition key of their car and the car does not start, they turn the key again; and if they try to rub a spot off a surface and it does not come off, they rub it again. If they do not hear or understand what a person says,

they ask the person to repeat it; and if they do not understand something they read, they read it again. Repetition often produces successful results.

I don't know why it is, but often I'll put a cassette tape into the player, push the button, and nothing happens. Then I'll remove the tape, put it in the player a second time, and push the button again. It usually starts the second time. #3773

23. Modifying one's actions

If an action is not successful, one often modifies that action. For example, if one's toast is not as light or dark as one wants, one changes the setting on the toaster; and if one scratches an itch and the itch continues, one scratches it harder. In many instances, one repeats an action before one modifies it.

When a key doesn't work in a lock, I try turning it in the opposite direction. Often I pull it out of the lock and reinsert it. I also try turning it over, pushing it in deeper or not as far, and changing its angle. I even look to see if I've used the wrong key. #3774

Using an unfamiliar water fountain can be quite an adventure. First, there's the matter of making it work. Sometimes you have to hunt for a control, and then experiment to see whether it should be pushed in, pushed down, turned, or stepped on. To make life more interesting, many water fountains are disconnected, so nothing you do works. Next you have to worry about the flow of water. This can range from an inaccessible trickle to a torrent which hits you full in the face. For some reason, I never remember to stand back the first time I turn on a strange water fountain. After I've finished cleaning my glasses or wiping my forehead, I experiment with a feather touch to try to bring it under control. #3775

24. Adopting a different approach

If people find that one approach does not work, they frequently adopt another. For example, if they toss an item at a waste basket and miss, they walk over, pick the item up, and drop it in.

Tactics employed with one's environment

I wanted to show a film to an audience, but when I tried to take it out of its metal can, I couldn't get the can open. Apparently the edge of the can was bent out of shape. I asked one of the stronger looking members of the audience if he could pull it open, and he failed too. Then he struck the edge of the can against a metal rail, and this popped it open. #3776

When my allergies became a serious nuisance, I got a couple of air purifiers for my apartment. They filter dust from the air, but this didn't make any difference in my breathing. So I focused instead on what I was eating. #3777

If I can't open the lid of a jar, I apply more pressure to turn it in the right direction. If this fails, I turn it in the wrong direction first and then back again in the right direction. Often this breaks the adhesion between the jar and the lid. If this doesn't work, I run some hot water over the lid, which makes the lid expand. I may also put a piece of cloth over the lid so I can apply more pressure without hurting my hand. If this isn't successful, I look for a special tool in my kitchen drawer which is designed to open lids. I may also tap the top of the jar on the side of the counter to loosen it, or squeeze the lid between a door and the doorjamb to hold it in place while I try to turn the jar. Normally one of these things works. #3778

Most people fall at least once in winter. The ice on the street and side-walks can be very slippery. I think a major reason people fall is that they continue to take the same size steps that they take indoors. As a result their feet are extended well beyond their center of gravity. What I've learned to do is to take tiny, or "baby," steps when I walk on ice. This keeps my feet close to my center of gravity and I almost never slip. #3779

25. Experimenting

When normal actions fail to get environmental phenomena to act as desired, people often experiment with the phenomena. For example, they may try different buttons, knobs, plugs, and sockets; turn or tighten connections; move controls in different directions; change the position of the item; handle and explore the item; remove its cover; and search for things to do they have not tried yet.

Getting one's environment to be consistent with one's models

It's very frustrating when you want to show a video or film to a group of people and can't get the equipment to work right. Often someone else set it up for you and has left the area. When you start to show the film, the image may shake up and down, be badly streaked, or there may be no sound. I try all kinds of things, like turning knobs on and off and twisting wires to find a better connection. Sometimes I stop the equipment and start it over again. I also ask if there is someone in the audience who knows what to do. All the while you know you are running out of time to make your presentation. #3780

26. Using force

When an object does not work as wished, people will sometimes use force in an attempt to get it to work. For example, they may strike or shake an appliance in the hope this will jar something back in place.

It's almost impossible to get a candy bar from a vending machine when it fails to fall through the chute. Often it is teetering on the edge, but the machine is so solid that striking or kicking the machine doesn't shake the candy bar loose. Once I saw a large guy rock the top of the machine forward and then let it fall back in place. This jarred the machine so much the candy bar fell through. #3781

My stapler doesn't work properly. When I need to load a new row of staples, no matter how hard I pull, I can't get the loading tray open. I have to use my letter opener like a crowbar and pry it open. #3782

My friend gets really upset when her car won't start. She yells at it and kicks it. I don't see how that will help start the car, but if I say anything she gets mad at me too. #3783

27. Using destruction

People also destroy environmental phenomena which conflict with their models or interfere with the execution of their models. Thus they poison and pull up weeds, use insecticides on plants to kill insects, and cut down trees and limbs that are in their way or might fall.

A mouse nibbled the backs of the account books where we work. So we put out a couple of traps and killed one. #3784

Tactics employed with one's environment

One of my tenants moved out because she found an earwig in her apartment. I went and looked, but didn't find any. In any case, it's the earwig season and they get into everyone's house and apartment. Still, I did have my lawn sprayed to get rid of them. #3785

When I see old photos of myself that I dislike in family albums, I try to steal them and throw them away. I know several other people, including my niece, who do the same thing. #3786

28. Doing things oneself

Another method people use to make sure things are done their way is to do them themselves. They may do something themselves rather than ask someone else to do so, they may take over from another person, or they may repeat or correct what another person has done. Often they seem to consider it more efficient to go ahead and do things by themselves, or hopeless to try to get the other person to change. Sometimes they take over without mentioning it, and sometimes they inform the other person that he or she is not doing something properly.

When I got home from school, I found Mom was straightening up my room. I forgot about getting something to eat and hurried to my room. If anyone is going to straighten my things, I'd rather do it myself. #3787

My kids never set the table properly. They put knives, forks, spoons, and napkins on the wrong sides of the plates and never arrange them neatly. I always rearrange things and hope the kids will notice. #3788

The last time my wife and I stayed in a motel room, we found the heating system made the air quite dry. I ran some water in the tub to add more humidity to the room. After I left the bathroom, my wife ran some more water because she didn't think I'd put enough in. #3789

When I have to return merchandise to my suppliers, the merchandise has to be packed very carefully or else it's damaged in transit and the suppliers won't give me credit for it. None of my employees pack the merchandise carefully enough, no matter what I tell them. So I always end up repacking everything myself. #3790

I won't let him wash dishes. He doesn't get them clean, and I just have to do them over again. #3791

Let me do that. You don't know what you're doing. #3792

Getting others to be consistent with one's models

Next we will deal with the tactics people use to get others to be consistent with their models. Subsequently, we will consider related issues, including a) conflicts between people which result from efforts to establish consistency, b) various responses to pressure and conflicts, c) models which promote tolerance of conflicting models, and d) agreement over models.

Tactics employed with others

People employ a great variety of tactics in their efforts to get others to act and think consistently with themselves. These include the following:

- 1. Providing infrastructure
- 2. Doing what you want
- 3. Telling others what you are doing or intend to do
- 4. Telling others what you want
- 5. Asking for something
- 6. Telling others what you think
- 7. Setting a good example
- 8. Redoing what someone has done
- 9. Telling someone what to do
- 10. Bringing up a topic
- 11. Changing the topic
- 12. Letting others participate in decision making
- 13. Providing reasons
- 14. Instructing
- 15. Reassuring

- 16. Exaggerating and downplaying
- 17. Misrepresenting and lying
- 18. Hiding information and what one is doing
- 19. Deceiving
- 20. Making it easy for others
- 21. Asking for help
- 22. Employing other people
- 23. Obtaining a service
- 24. Using a different person or service
- 25. Suggesting
- 26. Giving advice
- 27. Warning
- 28. Reminding
- 29. Insisting
- 30. Begging
- 31. Nagging
- 32. Enlisting help from third parties
- 33. Referring to a recognized authority
- 34. Acting upset
- 35. Indicating one's disapproval
- 36. Criticizing and insulting
- 37. Teasing and ridiculing
- 38. Comparing a person to others
- 39. Criticizing third parties
- 40. Pointing out that a person is being inconsistent
- 41. Reporting people to authorities
- 42. Taking a position of authority
- 43. Establishing limits
- 44. Establishing procedures
- 45. Making a formal agreement
- 46. Punishing third parties
- 47. Embarrassing
- 48. Making others feel guilty
- 49. Punishing
- 50. Causing others discomfort or pain
- 51. Forcing
- 52. Using anger and violence

- 53. Sabotaging
- 54. Rejecting
- 55. Excluding
- 56. Doing things for others
- 57. Rewarding
- 58. Giving positive reactions
- 59. Rewarding third parties
- 60. Trading off
- 61. Being nice
- 62. Making amends
- 63. Threatening
- 64. Threatening third parties
- 65. Taking their resources
- 66. Controlling resources
- 67. Controlling information
- 68. Controlling choice
- 69. Cooperating
- 70. Taking precautions
- 71. Manipulating
- 72. Asking people in front of others
- 73. Interfering
- 74. Physically controlling
- 75. Removing
- 76. Using a fait accompli
- 77. Combining tactics
- 78. Adjusting tactics
- 79. Persisting

When people try to establish consistency, they often use whatever means they have at their disposal. If they find one tactic does not suffice, they often bring additional tactics to bear. Each of the above tactics is often used in conjunction with others, as will be seen in subsequent examples.

1. Providing infrastructure

People provide facilities, services, organizations, and/or personnel in order that people can implement their models. These facilities, services,

and organizations enable those who provide them to achieve their models, and they allow those who use them to achieve their models. Their objectives may be as varied as making money, having fun, educating the public, controlling crime, or winning a war. Many specialized facilities are provided for others to use, including restaurants, gyms, churches, banks, stock markets, garages, bookstores, libraries, movie theaters, golf courses, parks, amusement parks, schools, roads, hospitals, and prisons. Various services are provided, including electricity, water, money, communication systems, soup kitchens, flea markets, news media, elections, police, ambulances, travel tours, snow removal, and sewage systems. Numerous organizations are provided for people to join, including professional associations, unions, political parties, Alcoholics Anonymous, Weight Watchers, Boy Scouts, the Chamber of Commerce, the Masons, and Knights of Columbus. These facilities, services, and organizations are frequently advertised to encourage people to use them and/or join them.

One of the local bars specializes in sports. It is for people who are sports minded. It provides a very relaxed atmosphere and there are adults of all ages present. Most of the people who come do so for the same reason, they love sports. There is a big-screen TV and several other TV's around the bar. All of these are turned on, each one showing a sports event. The bar has all kinds of sports memorabilia on the walls covering the history of some of the most famous athletes of Prince Edward Island. The music is not loud and no one dances. Instead, it is a place where you can go and have a drink, play pool or darts, and watch a game of hockey, football, baseball, tennis, boxing, or something else on one of the many TV channels. The club has a satellite dish which provides lots of channels to choose from. Those who come to this club almost always have a background in sports, and there are lots of friendly arguments over past and present sporting events. Many of the local sports teams go to this club after they finish playing. #3793

My father is an alcoholic, and when he joined Alcoholics Anonymous, I joined Alateen. Alateen is for young people with one or both parents who are alcoholics. Many of the teenagers I have met in Alateen have been abused both violently and sexually. Some have been threatened with knives and guns. Others are so afraid that they cannot bring themselves to discuss anything whatsoever about their alcoholic parent. Whenever they are asked something, they clam up completely and

become very panicky. Unfortunately many of the teenagers are unable to try to deal with their problem. Instead they just resent the alcoholic parent. Some become juvenile delinquents. Others rebel, and disobey curfews and other rules at home, which makes it difficult for the parent who is not an alcoholic. This parent has enough grim situations to deal with, without getting pressure from their teenagers.

Alateen made a huge difference in my life and on my outlook on life. I realized I am most certainly not alone. Suddenly I no longer felt sorry for myself. Instead I felt sorry for those who would not try to get help and for those who were suffering too much mental anguish to be helped. I am now able to open up and relate better to other people. I have also learned to no longer take anything within my life for granted. I have shared and will continue to share the feelings that I kept concealed within myself for such a long, long time. I no longer have any reason whatsoever to feel ashamed or disillusioned by my father. I now realize his drinking wasn't because of me. Today I feel tremendous love and admiration for him as a recovering alcoholic. As a member of Alateen I have learned a very special motto, which is "Yesterday is gone and tomorrow is not here, so we can only live for today." This motto has helped me learn that I don't have time for past regrets or worries about my future. I am going to be too busy getting the most out of my life, just one day at a time. #3794

When facilities, services, organizations, or personnel are not available, it becomes difficult for people to execute certain of their models.

Many young children, boys and girls, take figure skating classes to learn basic ice skating skills. As they get older the boys move into hockey and few boys continue with figure skating. Hockey is considered a male sport, and figure skating is considered a female sport. Males tease and ridicule any males who continue with figure skating. At best it is seen as a sissy activity, and at worst as a sign of homosexuality. There are very few males, if any, who are members of figure skating clubs. This presents the female skaters with a real problem. For the higher level dance tests, a female must be accompanied by a male partner. When I was involved in figure skating there were only three male skaters on Prince Edward Island with enough ability to partner female skaters. Since then one of the three turned professional and has his own skating club out in the western provinces. Another quit figure skating to take up hockey. This left only one male skater. Some clubs on the Island have had to ask male figure skaters from other provinces to accompany their female

skaters on their tests. Last year the top male figure skater in the Maritime provinces quit altogether to play high school hockey. #3795

2. Doing what you want

People frequently go ahead and do what they want, and others have to accommodate themselves to this

I picked up a pizza for us for dinner tonight. #3796

I rented some movies for us to see this weekend. They're on the couch by the TV. #3797

I bought a barbecue unit today. I plan to use it a lot this summer when I fix our meals. #3798

My landlord hires a particular repairman because he charges less than others. The problem is that he is incompetent. He is also impetuous and goes ahead and does whatever he feels like, and then afterwards tries to fix any problems which occur. When he needed some water, instead of using a faucet, he unscrewed the cap on a water pipe. He didn't put the cap back on the pipe properly, and water leaked out of the pipe through the floor into the basement. On another occasion, when the landlord wanted him to put some asphalt over a portion of the driveway, he didn't ask the landlord where to put it, and he placed it in the wrong area. #3799

A good friend of ours loves to go to movies, and at Christmas we usually buy him a gift card to use at the local movie theater complex. Christmas is just a week away and I suggested to my wife that we go ahead and get our friend the gift card. She said our friend is going out of town for Christmas, so we can get the gift card for him in January when he returns. This bothered me. I like to get things done so I don't have to worry about getting them done in the future. I find it a source of tension when things hang over my head, and the more I get done now, the less I have nagging at me to do later. Also, I don't want to take the chance of forgetting to give our friend a Christmas gift. My wife doesn't like to do things today if she can do them tomorrow. But I like to get them out of the way today so I don't have to worry about doing them tomorrow. While my wife was at work I went to the movie theater complex, bought the gift card, and

gave it to our friend before he leaves town. If my wife mentions the gift card in the future I'll tell her I've already dealt with it. #3800

I work at a grocery store and inevitably a customer will enter the store and start shopping five minutes before we are supposed to close. We dim the lights to warn customers that the store is closing so they will hurry and get their purchases checked out and paid for. But this customer ignores the hints and continues to take his or her time. The last cashier has to stay open and wait for the customer to finish shopping, and she gets quite angry over this. #3801

I work on the ferry boats to and from the Island. The truckers are usually the first to leave the passenger lounge and get in their vehicles before the ship docks. Most truckers think they know more than do the ship crew. They usually ignore the crew's signals as to where to park their trucks and when to depart. This summer a truck was parked nearest to the large doors that are opened when we dock. The driver ignored the seaman's signals and drove ahead before the doors were completely open. He ripped one side of his cab off. He got no sympathy from the seaman or the company representative. #3802

When the city changes the traffic signs, or lights, or routes, we have to accept this. I used to drive home everyday through the local park. But they've just converted the road that I used into a bicycle path and I can't drive home through the park anymore. #3803

We never get to vote whether or not we get involved in a war. The head of the country either starts a war with another country or agrees to send troops to someone else's war. We have no choice in the matter. We just have to pay for it and fight in it. #3804

The various species that live in an area have no say when humans decide to do what they want in the area. People may decide to clear the area, burn it over, plow it under, dig it up, pave it, or build on it. #3805

A person may act in a flagrant way, so as to defy others, or to "rub their noses in it."

I have a friend, Paul, who has a good friend, Brenda. Paul is white and Brenda is Black, and the two met in university in Toronto. One Christmas Paul brought Brenda to his home in a local Prince Edward

Island community. Paul's parents really liked Brenda and accepted her. However, many people in the community talked about the two being together. People questioned Paul's mother, and asked, "Is Paul going out with the Black girl?" "Where did that girl come from?" and "What is she doing at your home?" Paul knew that people were talking about the two of them. To let the community know what he thought, Paul decided to take Brenda to midnight Mass at the community church. To make sure they were seen, they arrived after Mass had begun and walked arm in arm up to the front pew of the church. Paul expected people would stare and whisper, and this is exactly what happened. Paul said even the priest looked like his eyeballs would pop out. #3806

3. Telling others what you are doing or intend to do

People frequently inform others what they are doing or plan to do. Others normally accept or cooperate with this, unless they choose to oppose it.

I'm going to go buy a coffee. Do you want anything? #3807

I'm leaving early, at eight thirty. If you want to go with me you'll have to get ready. #3808

I'll be back later. I need to run some errands. #3809

Our daughter had left a note attached to the outside of the front door which read.

"Mom + Dad

Just walked up the road – be back 15 minutes

Harriet, 7:55 pm" #3810

In addition people place messages on vehicles and clothing which identify who they are and what they do. People also inform others of services and products that they provide. Advertising is used to establish an awareness of services and products in the minds of others.

4. Telling others what you want

People inform others what they want to do and what they want others to do. Sometimes they advocate a course of action, or claim a certain

privilege, before others have a chance to do so. This encourages or forces others to try to adapt to what they want.

Could you pass the salt? #3811

Be sure to pick up some honey and some rice crackers when you go to the grocery store. #3812

Can you open the store (that we own) tomorrow? I have an appointment with my physiotherapist. #3813

If you have time today, could you straighten up the children's section at the back of the store? $^{\#3814}$

I don't have any food prepared at home. Do you want to get something (at a restaurant) to take out? I'd rather eat it at home where we can relax. #3815

We've outgrown our apartment. It just isn't big enough for us anymore. I need a big enough place for a small dance floor so I can try out steps before I teach my dance classes. You need to have an office at home. And we have friends and family who come to visit us. Our place is so small and crowded I get depressed. We need to buy a house so we'll have much more room. #3816

When we go to our favorite Chinese restaurant, we always ask that food be prepared the same way. This is with no MSG (monosodium glutamate), and very little salt and cooking oil. The waitresses all know this and automatically add these requests when we place an order. #3817

If you're a female it can be quite embarrassing to go into a club in Charlottetown on your own. I had arranged with my brother to meet him at a club. When I got there, the guy who was working at the door asked, "Do you want to sit with boys?" I told him, "No, I want to sit with girls." He assumed that because I was alone I wanted to get picked up. #3818

I work as a cashier in a grocery store. Many children go crazy in stores. I often hear them say, "I want this," and "You didn't even buy me nothing." $^{\#3819}$

When I handed my grandchildren their Christmas presents, my little grandson shook his present and told me, "I hope it isn't clothes. I hate getting clothes." #3820

When you are going to get into a car, kids often compete with each other to ride up front next to the driver. You can look out of the front window and can see a lot more when you ride in front than you can when you ride in back. Often a kid will call out, "I get the front seat," or "I get to ride shotgun," to stake a claim before another kid does so when they go on a ride. ("Riding shotgun" refers to the position of the person who rode next to the driver on a stagecoach and carried a gun to provide protection.) #3821

A group of us were sitting in a bar. I asked one of the guys, Lee, how many beer he had had to drink. "Oh, about six or so, maybe more," he told me. Just then the waitress arrived with more beer for our table. She forgot to give one to Lee and started to walk away. "Hey girl," called Lee, "get your ass back over here with my beer!" The waitress apologized and promptly gave him a beer. "Stupid bitch," complained Lee, "always fucking up my orders." #3822

In high school our hockey team was playing in a tournament in another province. We didn't think we could win until the assistant coach gave us a pep talk. He said, "Listen, when I come in here I don't want to hear how fast your car will go. I don't want to know who you screwed or who you are going to screw. I want you guys talking hockey. You have to play like the girls play basketball. If there is a loose ball on the floor, they are down, tits first after it, and that means desire. So you bastards better get some." That speech straightened up a lot of players, and we went out and won the game. #3823

5. Asking for something

People frequently request various things from others. This may be help, objects, money, or something else.

Can I borrow \$20 until tomorrow? #3824

I work in a retail store and customers ask to put things they want on hold. They'll ask, "Do you mind holding this until the weekend?" or

"Can you hold this until my next paycheck?" We don't mind because most of the time they do come get the item and we sell more as a result. Sometimes we have to call them and ask them if they still want it, and usually they do. #3825

When I started working at a fast-food restaurant, the teenage males on the staff were quite excited to learn I was old enough to be considered an adult. "So you are old enough to rent porno movies," they exclaimed. They repeatedly asked if I'd watched porno movies and said, "It's the best thing in the world." They kept trying to get me to rent the good stuff for them. But our schedules did not coincide, so they finally gave it up. #3826

I work at a gourmet restaurant and people come from all over because of the classy décor, the wonderful view, and the outstanding cuisine. One family asked if they could eat the meals they had just bought at McDonald's Restaurant in our restaurant because the atmosphere was better. (McDonald's specializes in cheap fast-food hamburgers.) #3827

6. Telling others what you think

When you tell other people what you think, they frequently listen to what you say. When they listen, they may accept what you tell them. As a result they may adopt your models and see and do things the same way you do. People tell others what they think in conversations; in speeches and lectures; and in memos, letters, articles, and books.

I told my husband that I really don't want to travel. Flying is risky and when you are in another country you have to worry about food and water, traffic, and crimes against tourists. #3828

My friend has injured his shoulder and can't lift his arm to the side. I told him he should start going to a physiotherapist. I recommended a physiotherapist who handles sports injuries, because he wants his clients to get fully active again as soon as possible. I find other physiotherapists take a lot of time to produce a little progress, probably because this lets them make more money from their clients. #3829

When you teach a course you select what you think is the most important information for the students to understand. Students hear you talk

about this, read the material on the subject that you assign, and have to study this for tests. As a result they become much more comfortable thinking and talking about what you consider important for them to learn #3830

A friend of mine was in the Catholic Charismatic Renewal Movement. They had her convinced that she was bad and full of evil. She didn't want to have anything to do with anyone who cared for her. She was scared that she would cause them to be evil too. She ended up in the mental hospital and had shock treatments. I'll never forget the first time I went to see her. She was in terrible shape. She didn't want me there, and she kept telling me to leave because if I didn't, I'd end up evil too. I stayed with her for several hours, just telling her that she was a good person. I was glad I was out of the movement myself by this time, or I wouldn't have been able to help her. Anyway, the next day the hospital called to say that there seemed to be an improvement. I went back and repeated the same exercise with her for several nights. She's fine now, but neither of us has anything to do with the movement anymore, although we're still strong Catholics. I'm so glad I got out of the movement before something like that happened to me. Also, if I'd still been in the movement, I wouldn't have been able to help my friend. I too would have thought she was full of evil. #3831

7. Setting a good example

People try to get others to adopt their way of doing things by setting a good example for them. Parents do this with children, and owners and managers do so with workers. In order to set a good example, people may go to work early, attend meetings and social functions, keep their room or desk tidy, answer questionnaires, send thank you notes, and act polite to others.

My parents correct my four-year-old brother a lot, but their way of correcting is pretty good. He is learning to talk, and if he says something incorrectly, they don't tell him, "That's not right." They'll ask, "Oh you mean . . .?" and they'll say the word correctly. #3832

The garbage truck comes by the house at seven o'clock on Tuesday and Friday mornings. I can't put garbage bags out the night before, because the dogs and crows would tear them open. Of course, I'd rather stay in

bed, and not have to get up before everyone else at home just so I can get the garbage out. But it's my chore. Also, I have to set a good example for the kids, who would never do their own chores if they could get away with it. #3833

I work at a motel where the owner's entire life is centered on the motel. She runs a tight ship and doesn't hesitate to speak to anyone who isn't performing up to her standards. But she doesn't ask an employee to perform a task that she wouldn't perform herself. In the restaurant dishes are washed by hand and then sterilized by machine. On busy evenings it is almost impossible to keep the dining room supplied with clean dishes and glasses. On several occasions when the employee who washes dishes has fallen behind, the owner has shooed him off to help elsewhere, while she donned an apron and scrubbed with amazing speed until the dishes were caught up. On another occasion, she watched an employee sweeping an area behind the motel, said, "You look as though you are going to fall over on that broom. Here, this is how it is done," and provided an example of energetic sweeping that even caused the onlookers to sweat. #3834

Lots of people stop going to church when they are on their own, after they leave their parents' home. But then they start going again after they have children, because they think their children should learn to go to church. #3835

8. Redoing what someone has done

People sometimes redo what another person has done, because they do not think the other person did it correctly. They may or may not tell the other person that they are "correcting" what the person did.

My wife frequently puts her prescription eyeglasses on the edge of the table or on an object that is slanted so that the glasses could easily slide off and fall on the floor. I pick up her glasses and place them more to the center of the table. I know it would take a lot of time and money to replace them. #3836

I removed a plastic bag full of trash from the waste basket and placed an empty plastic bag into the basket. A minute later I noticed my wife rearranging the plastic bag I had just placed in the waste basket. Obviously she didn't like the way I had done so. #3837

9. Telling someone what to do

People frequently tell others what they want them to do, and what they do not want them to do.

A five-year-old boy joined some other children playing a game at a nursery school. When he finished playing he returned to his seat and found a younger child sitting in it. He told the child, "Get out of my seat." #3838

When I entered his office he said, "Close the door and sit down." #3839

The nurse had just finished taking blood from my forearm. She placed a gauze pad over the spot where the needle had been, and told me, "Put some pressure on this to stop the bleeding." #3840

My wife is convinced that white sugar is bad for me. However, I like things to be much sweeter than she does. We were in a restaurant the other day and she told me, "Don't pour the sugar directly from the sugar container into your coffee. You don't know how much is going in. Pour it into a spoon first. Then you know when you have two teaspoons full. If the coffee is too sweet, you can't change it." I replied, "It hasn't been a problem yet." #3841

My wife asked, "Why are you wearing those cotton pants? It's icy outside. You have some corduroy pants. Put those on." I told her I liked the ones I had on. "No, you don't," she stated, "Put the others on." $^{\#3842}$

When my brother was out west, he had one of his ears pierced and got a gold earring. I think he did it because the people he knew got it done too. He wears his earring around Charlottetown, but he won't wear it when he comes out home. Most people who know him are just grossed out. I thought Dad might react really badly. Dad was upset when I got my ears pierced, and I'm a girl. He didn't even like me wearing earrings. He said, "Ooooh, earrings! You don't look like a person that would wear earrings." He never liked me wearing anything that dangled or jangled. The only thing Dad likes are the tiny studs that sit right against your ears. So when my brother got an earring, I told my parents what to expect before he came home and warned them not to get upset. So they had prepared themselves. #3843

If there is anything that is of paramount importance to rural Islanders, it is hearing the weather report on the radio. It does not matter whether you plan to go outside or not, or whether it is spring, summer, fall, or winter, it is simply vital that you hear the report, and hear it at least several times a day. In our household everyone knew they had to shut up, or suffer the consequences if they talked when the weather report was on. Several times Dad missed the report because he was busy telling the rest of us to be quiet because the weather was on. #3844

When we were kids the nuns placed so much emphasis on doing everything properly and meticulously. We thought that you just had to do it right to the letter or it wouldn't work. I remember when I was about ten years old going to communion. It was really hot and I was very tired. When I finally got to the altar rail, instead of saying, "Amen," I said, "Thank you." I thought, "Oh, my God. I'll be struck down. God help me." #3845

I am a taxi driver and sometimes I pick up a backseat driver. One customer was a middle-aged man, who was seated right behind me. He would yell out, "Slow down!" "Watch out for that car!" and "You're going too fast around the corner!" When we finally arrived at his destination, he asked me, "Where did you get your driving license? Out of a popcorn box?" #3846

I was sitting in the back of the bar where I work when the people at the next table pulled out a piece of hash and began to crumble it on the table. They were going to roll it in full view of everyone. I didn't want the staff at the bar to get into trouble, so I suggested that they take the hash outside. They refused, so I called the bartender over. He told them to put it away or get out. If the owner had been there he would have probably called the police. #3847

I was in an electronics store in New York, and the owner told a customer, "Are you going to buy something, or aren't you? If not, get the hell out!" The customer left, and so did I. $^{#3848}$

Why don't you get the rag out of your arse and get to work? You're not going to make any money hanging around here. #3849

I have two older brothers, one twenty years old and the other eighteen. They get in arguments over extremely stupid things, until Mom tells

them, "That's enough boys! Now stop it, please!" When they go to milk the cows, the one who arrives first yells for the other to "Get your ass to the barn!" Neither will start work until the other arrives. I ask them why they don't go ahead, and they tell me, "Cause he should get his ass to the barn. I'm not doing his work too." In the barn they argue over who will attach the milking apparatus. The argument usually lasts two minutes until one or the other gets pissed off and finally grabs the apparatus. After they finish the barn work they argue over who gets to take a shower first. Finally one gives in and tells the other, "Hurry up and get in the fucking shower." #3850

10. Bringing up a topic

People frequently introduce a topic related to the behavior they want to change in another person. This allows them to state what they consider proper or desirable for the other person to do.

When Karen has a shower, she leaves a big puddle on the bathroom floor. We ask her about it, and she says she wipes it up. But she always misses some of the water. #3851

Our son hasn't ordered his applications for college entrance and the deadline is fast approaching. My wife and I set up a specific time to discuss this with him. We're going to make very clear we don't want him hanging around the house after he finishes high school. If we spell it out, he won't be able to claim later that we never told him he couldn't stay at home, and maybe he'll get moving on the college applications. #3852

Often people introduce a topic by means of a question. For example, the question, "What's in the bags in the hallway?" may be a reminder to the person that the bags do not belong there, "What time do you plan to leave?" may be a reminder to get ready to go, and "Are you using this?" may be a reminder that the other person did not put something back where it is normally kept. People often ask a question about something that bothers them. For example, "Who left the milk out in the kitchen?" "Have you straightened your room yet?" "When was the last time you mowed the yard?" and "What are your plans for next year?" When people

bring up a matter that another person is expected to deal with, the person experiences tension (bother), and the person often acts in order to remove this tension and to make sure the topic is not mentioned again, which would cause the person to experience tension again.

There are a few alcoholics in every community, and my community is no exception. Actually the family of the alcoholic is often hurt worse than the alcoholic, because the family must put up with ridicule and gossip. Much of the time alcoholics are in no condition to worry about what others are saying about them. But the family has to go out in public and try to deal with very personal questions about their deviant member. The family feels a lot of pressure to get their member to stop drinking. #3853

People also bring up a topic because it interests them, or it is a standard thing to talk about. Their mentioning it encourages the other person to consider it.

My neighbors keep asking me what I plan to plant in my garden. I didn't even think about having a garden until they asked. #3854

11. Changing the topic

A person may change a topic in order to direct others away from a topic the person wants to avoid. The person often introduces a new topic which has no relationship to the previous topic.

Car salesmen use many polished techniques when they deal with customers in their showroom or on their car lot. I find that no matter how prepared you are beforehand with questions, an experienced salesman can redirect your focus. If you ask a question about a specific point regarding a car, the salesman may elude it by changing the subject or comparing an advantageous quality of the car with a car from a different company. That way you lose your train of thought and fall under the control of the salesman. #3855

At the end of a lecture you sometimes ask the audience if they have any questions. Some of their questions you are glad to answer. Others, however, you may not have a clue how to deal with. One of the best ways to handle the situation is to change the subject to something you are knowledgeable about. #3856

12. Letting others participate in decision making

People sometimes let others help make plans, in order to get them involved and committed to the course of action that is decided upon.

The package of walnuts you just bought doesn't smell fresh. Is it alright with you if I use peanuts instead? #3857

I always decide what we do on Saturday nights. Why don't you decide for a change? $^{\#3858}$

Our whole family participates when we decide to repaint the kitchen or choose a carpet for the living room. Mom and Dad bring home samples for the rest of us to look at, and of course they've already selected ones that are acceptable to them. Then my brother, sister, and I consider color, texture, pattern, thickness, and price. Once we've narrowed it down to half a dozen choices, the arguments begin. If someone likes something we don't, we tell them, "Your taste is in your toes," "Are you always so color blind?" "It'll make this room look like a brothel," and "No one paints a kitchen puke green." Such comments usually persuade the other person to give up their position. When there's a tie, Mom and Dad make the final decision. But if they can't agree, everyone gets involved again. It took four weeks before we all agreed on a carpet. And the carpet we finally selected was one Mom and Dad liked. I think they let us in on decision making so we can't complain later about what they select. #3859

I worked this past summer as the supervisor at a recreational play ground for children operated by the city. Various activities and programs were provided for the children, who ranged in age from two to thirteen. When the children were allowed to help plan the activities they were much more enthusiastic. For example, we went by bus on a day-long field trip to Rainbow Valley, an amusement park. The children took a great deal of interest in this because we let them make the plans. They decided what day we were going, whether to bring a lunch or eat at the canteen at the amusement park, and on other things too. Their behavior at the amusement park was excellent. They had all worked so hard planning the day, nobody was going to spoil it for them. I find that children feel they should have a say in everything that concerns them. #3860

Those who want to get a particular course of action under way frequently set up committees to consider an issue and make recommendations, or else hold a meeting to solicit community feedback. Often those in charge have no intention of following the recommendations or suggestions of others and are simply making sure no one can claim later that they were not consulted before the program was instituted.

13. Providing reasons

People often provide another person with reasons why they think he should change his behavior. They may decide that the other person does not appreciate the situation or have all the facts, and supply him with information which they hope will cause him to react appropriately or differently.

My four-year-old brother is learning to talk. Sometimes he'll start going on and we'll not really understand what he's saying. I'll say, "Mom didn't hear that very well. Her hearing is gone. Maybe you should run that past us again." #3861

Don't take everything she says at face value. For one thing, I know she cheats on her tests. Also, she helps Alice make trouble for others. #3862

Susan, if you open the slats on the Venetian blinds before you raise or lower them, they won't wear out as fast. #3863

My wife told me, "When you pour salad dressing on your salad, do it quickly. Otherwise some of the dressing runs slowly down the front of the bottle and eventually gets on the refrigerator shelf." #3864

There were fourteen of us at a house party one Friday night. Then we decided we'd go out and join the bar scene. Someone asked, "Which club are we going to?" Without hesitation, over half the room shouted, "To Myron's." Then a guy objected, "But this is Fat Friday. There must be somewhere else we can go." On Fridays there is usually an older, rural crowd in cowboy boots at Myron's. Often the women try to pick up guys who are ten years younger and fifty pounds lighter than themselves. This has happened repeatedly on Fridays. We held another drunken conversation, and by midnight cabs were dropping us off outside the doors of Myron's. #3865

I came to the university on Prince Edward Island to play a sport. On registration day my coach and a few newly-made buddies helped me make out my timetable of courses. Each professor I considered had a reputation, which they reported to me. "Don't take math from him. He's a terrible professor. And marks? You'll never get over seventy percent." "Oh, you're taking English from her? She's a breeze. Guaranteed a ninety in her class." #3866

My parents didn't want me to go to university, because I'm a girl. They just wanted me to get married like everybody else my age. My grandparents too had it all figured out. I'd go to work in the local bank as a teller and make money right off. I would need to finish high school to get a job at a bank, because if I didn't finish I'd be working at the fish plant. And since I would be working out home I'd probably get married because I'd have nothing better to do. My parents never came out and said, "We'd like you to get married." But their hints were so subtle they'd knock you over. "Now, you don't really think you want to go to school in western Canada. Stay around." Or when I was dating some guy, they'd think he was the nicest guy, and they'd say, "He takes such good care of you. He'd be so good to you. We just love him. He's just at the marrying age." I'd tell them, "Well, he shouldn't be around me then." And they'd reply, "Now, now, just think what a catch you've got there." And if I got mad at the guy for some reason, Dad would defend him. Mom would tell other people about us and say, "Oh, isn't it just so nice. They make such a good couple." And other people would be coming up to me and saying, "Oh, you've got quite a catch there." #3867

Herb drives the windrower in the fall during the potato digging season. One day he was drunk while driving the windrower and his boss fired him. His boss was afraid Herb would injure himself or someone else. A week later Herb asked for his job back and assured the boss that this would not happen again. #3868

People may even provide a person with inconsistent or false information to give him an acceptable reason to cooperate.

Adults use fictitious figures like the Easter Bunny, the Tooth Fairy, and the Sandman to try to get children to behave and do what they want. My brother used to go outside and make bunny tracks in the snow at Easter to get my little sister and me to believe in the Easter Bunny. #3869

Our society uses the concept of Santa Claus to get children to behave. We recognize good children and bad children, and we want children to think that good children get all kinds of rewards, such as toys and candy, and bad children don't get anything, except perhaps a lump of coal. We also recognize a third type of child, the brat, who tries to ruin everything by telling other children that Santa doesn't exist. At the same time our society uses the concept of God to get adults to behave. We recognize good adults and bad adults. We want adults to think that good adults get all kinds of wonderful rewards, such as eternal life in Heaven and reunion with loved ones, and bad adults get horrible punishments, such as eternal torture and damnation to Hell. We also recognize a third type of adult who tries to ruin everything by telling other adults that God doesn't exist. #3870

There is a curious sleight of hand used in political propaganda. When it is in your political and economic interests to see a political region break away from a larger nation, you bang the drum of freedom and independence. On the other hand, when it is in your political and economic interests to see a nation prevent one of its political regions from breaking away, you toot the horn of national and territorial integrity. This produces amusing inconsistencies. When you want to see the breakup of the Soviet Union, you strongly support the freedom and independence of the member states, such as Georgia. Then when provinces within Georgia decide to break away and rejoin the Soviet Union, you strongly oppose this as violating the national and territorial integrity of Georgia. You conveniently ignore the national and territorial integrity of the Soviet Union, and you conveniently forget about the freedom and independence of each province in Georgia. #3871

People may also point out that the individual is acting in an undesirable way, contrary to his own well-being, best interests, and self-image; and if he does not act differently, he will appear unattractive or improper, harm himself physically, hurt his ability to obtain resources, obtain inferior resources, fail to obtain resources, or damage his resources. People think such arguments will encourage the person to change his behavior.

That shirt's too thick to wear with slacks. You can see it all bunched up under your pants. It'd be OK with jeans, but not with slacks. Put on a thinner shirt. #3872

I don't think you should wear that outfit to a graduation ceremony. It's more what you'd wear to a party. Instead, you want something you'd wear to church. #3873

I'd rather you don't use those scissors to cut your nails. If you use them on nails, they won't stay sharp enough to cut your hair. Use the other scissors in the desk drawer. #3874

Why do you stir your coffee so hard? You'll knock the cup over. Just stir gently. #3875

Please move that plate away from the edge of the table. You're going to knock it off with your elbow. $^{#3876}$

You know, toast and jam are not a very good breakfast. You should eat something more substantial which will carry you through the day. #3877

Mom is always telling me, "Don't stay out too late. You have school in the morning." #3878

I think you should spend the rest of the semester concentrating on grades. You want the best average you can get when you apply to college. #3879

In junior high two girls in my group of friends started experimenting with alcohol and cigarettes. These two girls were a little older than the rest of us and we looked up to them. Soon my other friends started doing the same, and I did too. I liked my friends and wanted to be like them, and I didn't want them to dislike me. On Fridays the two girls would talk about what they were going to do on the weekend and they'd invite us along, but only if we were willing to drink too. When it'd get dark we'd go to the woods behind the school and have a few drinks. I'd also take drags on other people's cigarettes, but I hated the taste. The two girls told us that girls who drank and smoked were more popular with the boys because they looked more grown up. We were getting interested in boys so this idea really worked on us. #3880

When my son said he was going to leave school and get a job in construction, I had a talk with him. I told him if he went to work for a construction company before he finished high school, he'd narrow his career possibilities. But if he finished high school and took a course in carpentry, he'd widen his possibilities. He thought about it, and an hour later said he'd finish high school. #3881

One night when I was nineteen or twenty I decided I would hitchhike to see my boyfriend. This was in the Midwest of the United States and it was about midnight when I got to the highway. I was carrying my bag, almost no money, and a kitchen knife. I was picked up by a man who had a package of beer beside him. He was drinking heavily and told me the story of his life as he drove. We were out in the country, the only car on the road, and it was pitch black outside. Suddenly the driver pulled off the road into some trees. He stated his engine was too hot and needed to cool down. We were sitting there when he told me in a drunken voice, "Give me a kiss." "Not on our first date," I replied. "Oh, yeah," he agreed. After a pause he stated, "This isn't our first date." "George," I told him, "We're friends. We've been telling each other our life stories." "Oh, yeah," he said. After a minute he asked, "What would you do if I tied you to the tree over there and raped you?" "George," I told him, "you aren't that kind of person." "Yeah, you're right," he said. In the distance I saw the lights of another car approaching from the other direction. I grabbed my bag, jumped out of George's car, ran out in the middle of the highway, and waved the other car down. There were several young men in the other car headed for a party. They were really nice and dropped me off somewhere safe. #3882

People point out undesirable consequences of actions.

When I finished brushing my teeth, my wife told me, "You should shake the water off your toothbrush after you rinse it, before you put it in the cup with the other toothbrushes. Otherwise the water will drip down into the cup and make the bottom of the cup all stinky and rotten." #3883

When I found my children playing with matches, I sat them down and told them about a neighbor of mine whose house burned down because someone played with matches. #3884

When kids don't behave the way their parents want, parents say things like "None of your friends do that," "Don't do that, because your grandparents won't like it," and "There's a policeman. He'll think you're bad and put you in jail if you don't stop." #3885

I just tell my kids that if they don't study, they'll end up like the bums and winos they see on TV. That usually gets them back to work. Eventually, I'll have to think up other reasons, but this one will do for now. #3886

My daughter decided she'd move to Montreal after high school. I warned her that she might get involved with the wrong group and get into a great deal of trouble. I pointed out she hadn't had much work experience and it'd be very hard to get a job, and if an honest girl can't get a proper job, she may turn to the streets and then the real trouble begins. She decided it wasn't such a good idea after all, and she'd wait a couple of years before she left. #3887

People also state that if the person does not act differently he is likely to harm others.

Don't make so much noise when you open and close the doors. You'll wake up the whole family. $^{\#3888}$

This is an apartment house and other people have to go to work in the morning. If we lived in our own house you could play your music and sing loudly as late as you want. But not here. #3889

People sometimes state that the other person is acting or attempting to act in an unnatural manner.

I work in a department store, and recently heard a mother tell her four-year-old son, "You don't need to buy a cooking set. What's wrong with you? You're a boy, not a girl. Now put it back." #3890

Because you take ballet classes, people say you are homosexual. You should quit ballet. $^{\#3890A}$

People may even provide psychic or astrological indications that a desirable or undesirable outcome may occur.

Mom tries to keep me from going to the city with horror stories of assaults, murders, and rapes. She says this is very likely to happen to me because there are more bad people in the city than here. Once she told me I shouldn't go because she'd had a nightmare about me in the city. I wonder if she really did have the nightmare. #3891

14. Instructing

People frequently instruct others in the use of their models. Individuals explain to others what their models are and how to apply them. They may support their instruction with various examples, including accounts of their own experience or written materials.

Let me show you where to find the clip art on the computer. #3892

I have problems using my shoulder too. I'll show you some of the exercises the therapist told me to do every day. Remember just try to get a stretch; but don't continue when it gets painful. #3893

It's good manners to take the piece of food that's closest to you on the plate, and not pick through the plate to find the best piece. #3894

I don't think you should pick a university to go to because you have relatives who live nearby. Instead, you should go where they'll give you a good program in what you want to study. You don't want to be like the drunk who looked for his keys at night under the street light where it was easy to see, instead of where he dropped them. #3895

This mutual fund salesman called me up, and I spent forty-five minutes telling him why I would invest in Asia rather than Canada. I told him he was looking at the wrong factors, and he was really interested in what I said. It was clear I knew a lot more about international investing than he did $^{\rm \#3896}$

People also provide formal instruction through the educational system; training programs; instruction manuals; books, films, and computer programs; educational television; the Internet; and Sunday school. This instruction is directed toward informing people about the nature of specific models and learning how to use them.

My brother says he doesn't believe in God. I think this is just not right. Everyone should believe in something. I give him spiritual books, but I don't think he reads them. #3897

I tell people, "If you want to learn something, just read ten books about the subject. You'll become quite knowledgeable." #3898

I teach social dance. People take the classes for several reasons, such as wanting to learn how to do specific dances, wanting to please their partner who wants to dance, and getting ready for a wedding. First you show the class how to do specific steps or routines and get them to copy you. Then you have them dance to music while you circulate and correct them. Most people find it difficult to learn to dance, and the majority of individuals need some help. There is enormous variation in the way people dance and in the errors they make when they try to do what you teach them. They may be too slow or too fast, fail to hit the beat of the music, move stiffly or jerkily, step on the wrong part of the foot, turn the wrong way, or hop instead of step. Many have dance block, or fear of trying, because of past experiences and comments by other people. Some have a partner who criticizes them every time they fail to do things perfectly. A teacher has to use various techniques to help them learn. One is to give them plenty of opportunity to practice during the class. Another is to try to show them what they are doing wrong, and make suggestions how to do it right. My partner and I frequently dance with them to help them get the right tempo and sense of how to move. One has to be patient and show them numerous times what to do. The most important thing is to be supportive and reassuring. You certainly don't want them to conclude they can't do it and to give up. #3899

15. Reassuring

In order to get others to cooperate, people reassure them that they will not be hurt, they will not lose resources, and outcomes will be satisfactory.

A girl ten or eleven years old was in the bookstore where I work. She wanted a copy of *The Invisible Man* by H. G. Wells, but her mother told her, "It costs five dollars. It's a waste of money." When the girl said again that she wanted it, her mother asked doubtfully, "Are you going to read it?" The girl replied, "Mom, if I don't read it, I will pay you back with my money." Her mother paid for the book, and as they were leaving I heard the daughter say for the third time, "If I don't read it, I will pay you back with my money." #3900

16. Exaggerating and downplaying

People may exaggerate or downplay in order to accomplish various goals. For example, they may exaggerate to get attention from others or impress them. In other words, they may do so to obtain positive reactions. On the other hand, they may alter the degree of an occurrence to try to deflect interest in it. Or they may downplay an achievement so they won't look like they are bragging, or acting big.

Most Prince Edward Islanders use exaggeration when they talk to others. It is a key element in the majority of friendly conversations. Individuals exaggerate the amount of their debt and the amount of debt owed by others. Farmers frequently exaggerate how much or how little they paid or received for a particular animal, piece of machinery, or piece of property. In order to avoid being seen as acting big, many people will downplay what they paid or received for a particular item. However, often these same people will observe that their neighbor "made a mint" on a similar item. Whether this is true or not is quite irrelevant. The individual knows that the person he is talking to will think, "Well if the neighbor got that much, you had to get pretty close to that too." If questioned, people are usually vague about what they earn on a farm. Often they plead poverty and always talk about hard times. This is usually done in a jovial, semiserious manner. But the goal is to throw off the curiosity. People always speculate about the financial situation of others. "Don't be fooled by that talk about starving to death, no sir. He's doing all right, I'll tell you. Just look at the place he has and the machinery. He's a long way from starving. He's sitting pretty, I'd say."

Some people exaggerate their incomes and debts so much that pretty well everyone sees through them and takes what they say with a grain of salt. In fact, exaggeration may become their trademark. "Did you ever talk to Phil about how much he got for the combine? My God, it's funny to listen to him. Straight lies. Absolutely. But I don't mind him, after all he knows that I know he's putting on. That's the way he is in everything he tells you." Others may not get such a sympathetic interpretation. "Dave makes me sick with all those big stories about how much he paid for this, that, and the other thing. If he was at least reasonable in what he says, a person wouldn't mind. But he thinks he's codding everyone. Well, he's not codding me, that's for sure." Some people become upset when they find out a family member is exaggerating too much. "My God,

Frank, quit telling everyone what we got for those potatoes. Everyone must know that we'd never get that price this day of the year. I just get weak with shame when someone comes in the house and you tell that. For Christ sake, stop that yarn."

When people discuss others, they frequently exaggerate. There is no question that people use exaggeration to tell a better story about their neighbors and entertain others. Through exaggeration, individuals or entire families may get a reputation for being cheap, crude, extremely religious, crazy, or just about anything else. Anyone who does something unusual is an excellent target for exaggeration. Often the people being talked about did not do half what the community claims they did. However, whatever they did do is exaggerated to make the point that a particular label applies to them. People frequently do not believe the story that is being told, but this does not stop them from laughing at it and repeating it to others. For the most part, this form of exaggeration is all in good fun and is not intended to hurt anyone.

In sum, exaggeration is used in a variety of ways in Island society. It certainly adds zest to conversations and color to community life. #3901

17. Misrepresenting and lying

People also knowingly give others false information in order to get others to do what they want, or to be able to do or accomplish what they want to do themselves.

Kids will sometimes point or stare at something. When someone looks and can't see anything, they cry out, "Made you look!" One day when I was on the school playground several kids nearby stared up in the sky and pointed. But I didn't look because I didn't want to be fooled again and look foolish. Then there was a loud explosion. I looked up and saw a jet fighter exploding and pieces of metal raining down. Since then I always look when people point. #3902

My brother yelled downstairs from his room, "Sammy is loose and running through the fields." Sammy is my dog, and I grabbed my sweater and shoes and headed for the door. My brother added, "While you're out there, could you bring in the newspaper for me?" As I opened the front door I could hear Sammy barking in the basement. #3903

When you work at a shoe store most children are quite cooperative when you fit them for shoes. When children try on two pairs of shoes, they usually like one pair and dislike the other. After they have tried on both pairs, if you ask them how the shoes feel, the reply is always the same. The pair they like feels just great and is very comfortable, but the pair they don't like feels terrible. This is irrespective of how each pair actually fits and feels. If they can't get the pair they want, they whine and pout and proclaim loudly that they will never wear the shoes. #3904

When I started working at a men's clothing store, my boss told me if I was ever suspicious of a customer's cheque, to make up an excuse to avoid taking it. I could say, "I'm sorry, but our computer lines are down and I can't run any cheques through tonight." If I knew my supervisor would be coming in later, I could say, "The machines will be fixed by four o'clock, if you would like to come back then." #3905

When my brother turned sixteen he had saved enough money from work to buy a car. He was a cocky know-it-all and decided to buy a used car from his friend. The friend told him, "This car is a steal for the money," and "There are lots of other people looking to buy this car. So if you want it, you'd better buy it quick." A few weeks after he bought it, it quit running altogether. He ended up selling it to a junk dealer for less than half what he'd paid for it. My brother said, "I should have known better than to believe such a con artist. Next time I'm going to take someone with me who knows more about cars than I do." #3906

I wanted to install a satellite dish outside my apartment so I could get more channels on my television. The landlord told me because my apartment was in an older heritage house, the city would not allow satellite dishes. I called the city and they told me there was no such regulation. When I informed the landlord this he said he didn't want it on the building. Obviously, the landlord was just trying to get me to drop my plans. #3907

Some car salesmen use various tricks to make sales. They will offer you an attractive price for your used car and then unknown to you raise the price of the new car they sell you to compensate. So if your used car is worth \$3000, they'll tell you they can give you \$4000 for it toward the price of a new car. Then they raise the price of the new car by \$1000. They do another thing when they arrange a bank loan so you can buy the new car. They'll tell the bank that the car costs \$20,000 and you made a

down payment of \$2000. The fact you made the down payment increases the chances you'll get a loan from the bank. Actually you didn't make a down payment at all, and the salesman charges you \$18,000 for the car. The bank thinks you did make the down payment, and that all you need to borrow is \$18,000. #3908

My brother injured himself when he bumped into a door that was partially open. But he told people he had gotten the injury when he was in a fight with a guy over six feet tall who hit him with a pipe. He didn't want to look clumsy; he wanted to look macho. #3909

An Island company that sells truckloads of sand called me up at my government office and reported they had taken forty loads to the government garage. I called the man at the garage who is responsible for counting the loads, and he told me only thirty four had been delivered. Then I called the company back and said I was sure that only thirty four loads reached the garage because I had a reliable man counting them. The company man stated he had thought it was forty, but now he couldn't be certain. I arranged to pay them for thirty four. It is a common practice on the Island to try to overcharge the government. #3910

I tried on some clothing in a local store, and the clothes looked great. They made me look tall and slim. Then I realized that I don't really look this way. It wasn't me. The store was using mirrors which distort your image so you will look extra attractive and buy their clothes. It was misleading and I was upset. Lots of women don't know some clothing stores do this. #3911

I had an extended stay in the hospital and observed how the staff deal with patients after an operation. Often the patients are very sore and would rather lie in bed, but it's better for them to get up and walk around. At first nurses help the patients up, but after that patients are expected to do things for themselves. If a patient doesn't want to get up, nurses try to scare them by telling them about all the serious diseases they can get if they don't get up. Some of these are real, and some are not. If a patient doesn't want to eat the food, staff tell them they need the food to heal, or that they look terrible because they are losing weight. #3912

I worked with the RCMP (Royal Canadian Mounted Police) for ten years. They're not what people think. And the biggest joke of all? "Yes, Your Honour, these notes were written down at the scene." #3913

A number of years ago I was hired by a man to look after his children and feed them their meals. I was at his house five days a week from eight to five, and he paid me \$105 a week. But after I started work the man would add a few extra chores every week for me to do, so that at the end of six months I was doing the work of three people. I worked for him for a year and finally told him what I felt about the workload. You'd think he would have given me a raise or cut back on the chores. But instead, he let me go and hired someone else. #3914

A student told me he wasn't able to study for the test I had scheduled for later that day because someone had broken into his car and stolen his stereo system and his class notes. I asked if he had filed a police report. He said he had, and I told him, "Bring me a copy of the report." He stated, "I guess I'd better go study for the test." #3915

On the Island people have to call a taxi company to get a taxi. No one attempts to flag down a cab, and if you tried, the taxi wouldn't stop, because it is on its way to and from a call. At the local taxi stand where I work, when a call comes in, the dispatcher asks over the radio if any cars are in that area. The taxi that is closest to the address will be assigned the fare. After you let your passenger out at his destination, you are expected to return to the taxi stand. Once you arrive back at the stand, you call your number in. The dispatcher writes the numbers down as taxis return to the stand. The only way a taxi can now get a fare is if the dispatcher asks if any car is in a specific area and no one radios in. The first car that arrived back at the stand will then get the fare.

This system encourages the practice of "scabbing." In such cases the driver lies about where he actually is. He can claim he is in the area where a taxi is wanted, even if he is not. But there are other forms of scabbing. A driver can drive as slowly as possible back to the stand, even pulling over to let other traffic get by, in order that he will have an opportunity to claim he is in an area that requests a taxi. As long as he is away from the stand, no one knows where he actually is. The method I use is to stay away from the stand and sit in my taxi and wait for the dispatcher to ask for cars in my area. Drivers who actually do return to the stand can easily sit and wait for a fare for an hour or more if there are a lot of scabs out on the roads. Some taxi drivers are notorious for remaining on the roads and rarely returning to the stand. Some scabs resent the success of the other scabs, because this reduces the number of fares that they get. #3916

One summer while I was in high school I received a call from the Canada Manpower Centre to tell me they had found me a summer job. The job paid four dollars an hour and involved grading potatoes. I talked to Greg, the farmer who was hiring, and he said I could start work immediately. Greg told me I would be paid four dollars an hour and that he would pay half the wage and Manpower would pay the other half. During the first week I worked for Greg, the other workers told me they were only being paid three dollars an hour. I asked Greg about this and he explained that the other workers were not hired through Manpower and Manpower was not paying half their wage. At the end of the first week I asked to be paid. Greg told me I would not be paid until the end of the second week. I didn't mind because I didn't need the money right away. During the next week I heard Greg say he needed more workers. I asked if he wanted to hire my friend Roger. Greg agreed and Roger began work the next day. Greg told Roger he would only get three dollars an hour because he hadn't been hired through Manpower. Roger didn't mind because he needed the money. I gave Roger a ride to and from work in my car. Greg asked me to take a longer trip and pick up another person who was only able to work for Greg if I gave him a ride. This person lived further away from work than I did, so I had to get up earlier in the morning and had to drive out of my way to pick him up and take him home. Greg said he would pay me a little extra for giving these people rides.

At the end of the second week Roger and I asked to be paid. Greg told us that his adult son, Melvin, was in charge of paying wages and that Melvin wouldn't be home until later that night because he had gone to pick up supplies. Melvin lived with Greg. Roger and I needed the money so we went to Greg and Melvin's house about nine o'clock that night. Melvin answered the door and I asked if he had had a good day picking up supplies. Melvin looked puzzled, so I figured he had been home all day and Greg had lied to us. Melvin left the room and went to talk to Greg. We could overhear Melvin tell Greg, "We're going to have to pay those guys." Greg told him, "Just give them enough to hold them over for a while." Then Melvin came back and asked us how much we needed. We said we needed to be paid for all the work we had done. After a short argument Melvin wrote out the cheques for us. However, he paid each of us three dollars an hour. I told him I was supposed to get four dollars. Melvin said I would have to wait until the job was finished or until Manpower sent me the money. Also, Melvin didn't give me any extra money for taking two other workers to and from work. When I asked for it, Melvin said I would have to work it out with Greg because I had arranged it with Greg.

Roger and I then worked for two more weeks. That Friday we finished grading all the potatoes. Greg brought a couple of cases of beer to the warehouse to celebrate finishing the job. When everyone started to leave, Roger and I asked to be paid. Greg said that he and Melvin were in no condition to make out cheques, so we should come back some other time. We went to Greg and Melvin's house on Saturday, but no one was home. We returned on Monday and Melvin was home. Melvin wrote us each a cheque and paid us three dollars an hour. I asked when I was supposed to get my additional dollar an hour and the travel expenses. Melvin said I would have to wait until Greg got home and talk to him. I called Greg later that day and Greg said I would have to collect the extra pay myself from Manpower. But when I called Manpower I was told that Greg had informed Manpower that he would pay four dollars an hour for a worker. They said Greg did not join the program in which Manpower pays half the wage. I asked if there was any way to get the extra pay and was told nothing could be done unless I had a written contract. Unfortunately all I had was a verbal agreement. I realized Greg had lied about the wages to get me to work for him, and that I wouldn't be paid for ferrying workers to and from work. Another person I talked to had worked for Greg and called him "a rip-off artist." He had been promised a good wage, but was only given half of this when he was paid.

Later on that year Roger had trouble in school and decided to drop out. At that time Greg was hiring people to cut wood and Roger went to work for him. Greg paid the workers for the number of cords they cut, and Roger was paid only \$109 for an entire month's work. Then the man who operated the skidder, which hauls logs out of the woods, became sick. Greg asked Roger if he wanted to take his place and said he would pay Roger three and a half dollars an hour. Roger agreed. After a week the man who was sick returned to work. When Roger went to get paid, Melvin said Roger would only be paid for the small amount of wood he had cut that week. Roger asked why he wasn't being paid for his work on the skidder, and Melvin told him, "If we pay you for everything you do around here we would lose money." Roger's check for that week was nine dollars and ninety cents. Roger decided to quit. (These amounts are in 1980 dollars.)

Everyone I have talked to from that area knows that Greg cheats his workers. However, he continues to find people that he hasn't cheated yet who are willing to work for him. #3917

People also pretend to cooperate with others in order to get into a better position to do something else that they want to do.

I applied for funds to do a research project I wanted to do, and was turned down. So I rewrote the application in line with what I thought the funding committee would like me to do. This time I was funded. Then I used the money to do the research project I wanted to do in the first place. #3918

Adults and older children commonly give children false information to get them to behave and stop asking annoying or embarrassing questions.

My younger brother and sister think I know everything. So I invent scientific explanations for why they shouldn't do something, and they believe me and don't argue. I don't know how much longer this will work. #3919

Parents tell kids many falsehoods to get them to do what they want. They tell them Santa will bring them presents if they're good, their noses will grow longer if they lie, their faces will freeze if they don't stop making faces, and that babies are brought by the stork. My parents said if we were bad the next door neighbor would take us and lock us up in her basement, and this scared us. My friend's parents didn't want him playing on the railroad tracks. They told him a man who lived by the tracks caught little children and drowned them in the creek. #3920

18. Hiding information and what one is doing

Many people hide information about themselves in order to accomplish their objectives. They believe it would be harder to get what they want if others knew certain things about them. They may also hide what they are doing or have done. They do so to maintain good relations with others and to avoid conflict, embarrassment, or punishment. They may hide their age, marital status, purchases, mistakes, health problems, financial difficulties, sexual proclivities, illegal activities, criminal record, employment history, laziness, goldbricking, wasteful activities, moonlighting, connections, family or racial background, lack of experience, past failures, personality problems, unethical acts, socially unacceptable activities, addictions, what

they really think, reasons they should not be hired, and their true objectives.

I showed my two-year-old cousin how to use the remote control for the television. That caused quite the stir in our house. My cousin was a monster with that remote. Her biggest tricks were changing the channels very quickly and turning up the sound. My mother was quite upset that someone had taught her how to use it. Of course, I did not let on it was me. #3921

Often when I go somewhere I don't tell my wife where I'm going, and if she asks I just say I have to go do some errands. This is because whatever I go to do, she'll argue that I don't need to go. If I were to tell her I need to pick up something at the drugstore, she'd say she'll pick it up later in the week when she does her shopping. If I were to tell her I want to go look in a bookstore, she'd say we already have more books than we have time to read. If I were to tell her I want to see what the businesses that we compete with are doing, she'd say my time would be better spent working in our stockroom. I avoid a lot of hassle when I don't tell her where I'm going. #3922

I'm fascinated by some of the computer games, and I buy the really interesting ones. But my wife doesn't want me to buy them, because I never find time to play them, so they just sit on my shelf. So I have to buy them when she's not with me, and I sneak them into the house and put them on the shelf with ones I've previously bought. #3923

I love to see movies. I recently saw some for sale at a very low price and picked out eight that I want to see. I know my wife will object that I'm wasting my money because we have a number of movies at home that we haven't seen yet. So when I got these movies home I took all the wrappers off and put the wrappers out of sight in the garbage can. Then I put the movies with the other ones we haven't seen yet where my wife won't notice them. #3924

I deliver mail on a rural route. There is one old man, who when I get close to his house jumps out of the ditch, swings open the passenger door, and screams that he needs a ride to the neighbor's house down the road. Finally one day I asked him, "Why do I take you there anyway?" The old fellow looked at me and said, "You know, Bob, every man likes a good stiff drink every now and then. My wife don't know that I still

drink. So, when she is getting on my nerves, I get you to drive me to Barry's, who drives me to the beer store and then back home again. I can't keep any hidden or she will find it and burn my hide. That's why I drink it on the drive home you see, most of it anyway. It is always good to keep a lot in stock, if you know what I mean." Then he punched me in the shoulder so hard I almost put the car off the road. #3925

I work in a large drugstore. If people can't find what they want, they usually ask the staff where it is located. However, when they want something that would cause them embarrassment, they normally do not ask but continue to search for it. This includes medication for hemorrhoids, lice, and worms; suppositories; menstrual products; and birth control devices. For example, young men enter the drugstore by themselves on weekends in order to buy condoms. They almost never ask where they are located, but wander around the store until they find them. Once they find them they will not take them up to the counter to pay for them unless no other customers are there. If other people are waiting to pay at the checkout counter the young men will walk around the store until they are gone. #3926

My brother got caught speeding in Mom's car. Another brother and I gave him money to pay his fine and he paid it out of court. One evening he got dressed like he was going out and went in and paid it. And that was it. Nothing was said. We didn't say anything to Mom and Dad about it and they never questioned his going out that evening. If my parents had known, they'd have forbidden him to drive. And they'd just go on and on and on about it. So it just wasn't worth it as far as we were concerned #3927

When we were in our teens three of us went for a joyride in my friend Terry's family's car. When we reached one of the major roads, Terry put the gas pedal to the floor. I swear we were going at least one hundred and twenty miles an hour. There is a stop sign where the end of the road meets the highway. When we got close to the stop sign, Terry hit the brakes, but at that speed the brakes don't do a hell of a lot. Terry cut the wheel and I still wonder why we weren't killed. Later we stopped at a gas station and discovered all four tires were wrecked. The car shook all the way back to Terry's house. We left the car in the driveway and hoped no one would notice that Terry had the car out that night. As it turned out, Terry's mom was blamed for the damage to the tires, because his parents thought she was the last one to use the car. Terry sure has one naïve father. #3928

One girl who has the same major I do in university is very smart and always scores ninety-five percent or higher. After I met her she would ask how I had scored on each of my tests. I always told her and it was usually about twenty percent lower than she did. She seemed to get a great deal of satisfaction from scoring much higher than I did. The next time she asked I just laughed and told her, "I scored ninety-nine percent, thank you." Her mouth dropped, and I think she honestly believed me. Ever since, whenever she asks how I have done, I say ninety-nine percent. It's all a big joke to me, and of course she laughs every time I tell her. But I think she wonders how much lower my score is than hers. #3929

Whether or not body piercing is just a phase that some young people go through, it is a way to express yourself and the trend is growing. More Islanders are getting eyebrow, nose, or lip rings, or having their tongue pierced. On the other hand, many people disapprove. As a result it is hard to find a job when you have body piercings. Even if an employer can accept them, he may fear that his customers won't and will be less willing to come to his business. There are several ways that people with body piercings go about looking for jobs. First, when one goes for the job interview one can take out the piercings. Then at the end of the interview you can tell them that you have the piercings, but are willing to take them out if necessary. Second, you can take them out and not mention them at all until you are hired. Then you can ask the employer if you are allowed to have piercings. Third, you can risk everything and show up for the interview with piercings and tell them at the end of the interview that you are willing to take them out if you aren't allowed to wear them. If you take the last course of action you risk having the employer decide right from the get go that they are not going to hire you. As for myself, when I drop off résumés or go for interviews I take my piercings out and don't say anything until I am hired. My present employer doesn't let me wear my piercings, well, except for one, my tongue piercing, which I'm not really supposed to wear. They told me I couldn't wear them because I work in a very busy tourist spot. But I think that tourists, being from away, are used to seeing people with piercings and won't think too much of it. I don't think they change the way I work. If anything I find I work better with them in, because I don't feel normal when I'm not wearing them. I have retainers that I insert so that the holes don't close over during the eight hours that I'm working. I have three friends who all take out their piercings when they look for work. At work Craig is allowed to wear his nose ring. He lucked out compared to others. Richard has to

take out his eyebrow rings because his employer thinks they will scare customers away. Debra doesn't have a job at present, but hopes she'll be able to keep her lip ring in. I've noticed lately that employers are becoming more lenient about letting their workers wear piercings, and I see more clerks and cashiers and floor people in stores who have them. #3930

In the past on the Island people were much stricter about recognizing Sunday as a day of rest. People were not supposed to work, and children were not allowed to engage in activities like skating or skiing. One incident took place on a Sunday. The children knew they were absolutely forbidden to go skating, but because their parents had company, they snuck out of the back door of the house and headed for the ice, which was almost a mile away. The ice was on Northumberland Strait and thanks to the cold weather was quite solid. During their excursion one of the children fell, banged his head, and was knocked out cold. The other children did everything they could think of to revive him, because they were terrified their parents would find out they had gone skating. They ended up taking turns carrying him all the way back to the house, and snuck back in the back door. Once they were in the house, they phoned the doctor in the next district and told him what had happened. The doctor advised them what to do and the children put snow on his head and tried to arouse him. However, they weren't successful. Finally, they put him to bed, quite afraid that he might never awaken. He came to the next morning and the parents never did learn what had happened. #3931

One year I was having trouble making ends meet on the farm. That year I rented a post office box in town. The local mailman is quite a gossip. I didn't want him telling others I was getting bills, or notices from lawyers, because I didn't want others to think I was in financial difficulty. #3932

On Prince Edward Island many people do not have wills. This is particularly true of women, and also of men who own small farms or work as fishermen. Traditionally wills have been considered something that belongs in the world of the rich man, or big shot.

A large number of people, especially in rural areas, fear actually making a will. I do not believe that the reason they shy away from making one is because they do not want to consider death. Instead, they think that committing their possessions to someone else somehow puts

them in a weaker position, despite the fact the will is on paper and does not apply until after they are dead. Many people of my parents' generation have stories to tell of people who encouraged their relatives to make wills and then proceeded to con them out of their possessions, or, at the least, to mistreat them for the remainder of their lives. "I remember it quite well. They got Bill to go see a lawyer to make a will. It wasn't long after that they started telling that Bill was gone in the head. He wasn't at all, you know. Not a thing wrong with him. They just wanted the place. And they knew the will was already made. Cute as hell, you know. But they didn't fool me."

Many people are quite unaware of the actual legalities related to wills and tend to think in the most negative terms imaginable. "If Tom leaves the place to the boys, where will his wife be? She could be put out, of course. They'd say that they would always let their mother stay there. But suppose one of them got married, what then? She could be put out on the road after she'd worked at that place all her life. You can't tell what will happen down the way. You just can't tell."

The wills which are made are treated with great secrecy. Few people ever talk about making their will or what it contains. No one wants anyone else to know what they have or what they plan to do with it. Also, many people are afraid to inform their family of the contents of the will in case the family members will be dissatisfied with their lot, and as a result start to fight among themselves.

Despite this veil of secrecy, people spend a lot of time speculating about other people's wills. This subject becomes a matter of community interest whenever an individual dies. All of a sudden, people indicate they have a good deal of knowledge about the person's will. In many cases, people talk as if they have read the will and know the contents fully, which, of course, is rarely the case. For the most part this so-called knowledge is purely speculation and is presented merely to gain more information. "They say Phil had four insurance policies made out in his son's name. I heard they amount to \$75,000." The response might be "That's just a story. The whole thing went to his ex-wife, but she doesn't want to let on she got anything. But she did, because Marg saw her at the K-Mart just before Christmas and she was buying two stereos, one for each of her grandchildren. So she definitely got a bundle. No doubt about it." Given the rumor mill, it doesn't take long until the community comes up with a story that satisfies their curiosity. The matter is helped along considerably if a family member of the deceased is able and willing to provide some hard information. However, if this is unavailable, people piece together their suspicions into a workable story. "Gary must have

got a good bit from Edward when he died. He had nothing up until then. Now he's got a new car and he painted the house last month. I never saw the like. Edward must have left him some money." Sometimes people will try to determine why a person's estate is not very big. "Well, Howard didn't have very much to leave anyone. He must have been paying on that tractor. Also, he had to feed those cattle. He had to buy a lot of the feed since his grain was never much good. So I can't see him leaving a whole hell of a lot. I'd say perhaps he had enough to bury himself, but that would be about it."

All in all, the issue of wills reveals that a person's private affairs are of considerable interest in the community, whether the person is living or dead. Although people are dedicated to maintaining a veil of secrecy around their own will, at the same time they are equally dedicated to discovering the details of their neighbor's will. People are also quick to use a will and its contents to evaluate the nature of the relationships which existed between the deceased and his family. Conversations about other people's wills can continue for many years, especially if people are unable to get the hard facts from a family member. In any event, whether the details discussed are real or fabricated, wills certainly constitute a matter of concern within Island society. #3933

Juggling money is taking money you have been given by people for a specific purpose, and borrowing it for your own use. I believe many people juggle money. Those who don't, often consider the practice unethical and comparable to stealing. But as for those of us who do, we accept juggling money as legitimate and as a natural solution whenever we are strapped for cash.

People who juggle money are those who have access to money which has been given them by others for some specific purpose. This may be money which has been collected as dues or for something an organization intends to buy. When the person who is holding this money finds his own funds running low, he borrows from the money he is holding for others. One woman I know says she would never get by if she couldn't juggle money. She collects for a variety of charities and regularly borrows the money. She also collects rents for several people who do not live on the Island and uses the money if she needs it. She often jokes, "Those people who pay by cheque bug me. What am I supposed to do with a cheque made out to someone else?"

In some families juggling money is a way of life. This is certainly the case in my family. If one of us mentions that we are running low on money, another family member is likely to say, "Well, have you no

money you can juggle?" or "Listen, I have some money from a fund here. Why don't you take a bit of it? Go ahead, I won't be handing it in until Friday."

People in occupations where they collect cash from others are particularly likely to juggle money. I know several school teachers who do so regularly to get by until the next payday. Thus one teacher may tell another, "Here, I can give you ten dollars. It's Student Union money, but I've been using it since Wednesday." In another instance a school teacher who was in charge of the social fund for the teaching staff pressed the other teachers to pay their dues. She needed the money so she could order her own copy of the yearbook, which had to be paid for before payday. After she'd collected the dues from several people, she stated, "Good. Now I can go get my yearbook. I was afraid I was going to miss out this year." The teachers who heard her say this did not seem shocked or surprised.

People who juggle money normally make no secret of the fact among their friends. However, they seldom mention the fact to someone who has contributed to the fund they've borrowed from. There never seems to be any question that the person who juggles money will reimburse the fund. I do not know of any cases where they failed to do so. Situations can become sticky, however, if one has to use the money in accordance with its original purpose sooner than one had planned. For example, one teacher was juggling money students had given her to buy their class rings, when the company representative arrived several days earlier than expected to take the money. She was in a panic, but fortunately another staff member was able to help her out with enough cash to cover the difference. #3934

You've got to be kidding. I wouldn't come out of the closet and tell others I'm gay. It's not the kind of thing you flaunt, especially when you are looking for a job. Word gets around fast and no one wants to hire a fruit. Anyway, why would I bother? It wouldn't help me get a job or new friends and it certainly wouldn't help me out with my family, so what's the point? Charlottetown and Prince Edward Island, they're just too small and everyone would find out. I don't want to lose my friends. Even though I'm hiding an important part of my identity, at least I know that people on the Island accept me. Sometimes I think it's worth hiding my feelings if it makes life go easier. #3935

People do not only hide what they themselves are doing. They also hide what others are doing. They may think that others may cause them

to feel embarrassed, may embarrass themselves, or may embarrass other people.

This idea that breastfeeding should be hidden actually starts in most hospitals and goes on from there. I know the last time I had a baby, I started nursing her and the nurse on duty automatically pulled the curtain all around the bed. They certainly don't do that with bottle feeders. I felt as if I was doing something shameful and dirty. #3936

I lived at home with my parents when my first baby was born. I was able to totally breastfeed him, but my father sure made it difficult. I wouldn't exactly refer to my own home as a "public" place, but my father made me feel like I should be hiding in a closet. One day I was discretely nursing Mitchell with a large blanket over us when my father ordered me to get away from the window in case someone might look in. I'm not kidding. The man is repressed. Needless to say, I'm glad I don't live with him anymore. #3937

19. Deceiving

People also try to fool others in order to do and get what they want. They may want to control others, make a good impression on them, or take resources from them.

My son asked, "How does Santa land on the roof if there's no snow?" I explained, "Santa uses his spare helicopter that he keeps around for emergencies." #3938

When I was a girl, I asked my father what thunder was. He told me it was God getting rid of angels who misbehaved in heaven. All the children in our family believed this. No wonder we were afraid of thunder. #3939

After the tube blew on our TV set, my brothers and sisters and I wanted the family to get a new set. However, Mom and Dad wanted some peace and quiet because we fought all the time over which program we watched. For the next three years we did not have a set. But all my friends at school had sets and I was green with envy. I was also ashamed to admit that my family didn't even own a set. When my friends talked about television programs I often resorted to white lies. When they would ask, "Did you see that hilarious show on TV last night?" I would say, "Oh yeah, pretty funny, eh?" or "Shit! I missed it." #3940

A twelve-year-old girl was accused of failing to return a book to the school library. The girl and her parents were certain she had returned the book, but the librarian refused to accept this. As a result the family tried to come up with solid proof. What they did was make a list of several books the girl had borrowed from the library that year. Then they crumpled the paper a little to make it look used and put some tack holes in the paper to give the impression that the list was posted in the home. Their idea was to convince the librarian that they were very conscientious about such things. The librarian was convinced that they were very careful about library books, but she still insisted that the girl pay for the missing book. This shows the lengths that people will go to deceive others, even when they are innocent. #3941

Whenever you go out with Clark, he'll either have forgotten his wallet, or he'll have bills that are too large for the waitress to cash. So you usually end up paying. #3942

Patrick has this method he uses. He'll go out drinking with ten or so other people. Then he'll offer to buy a round of drinks, but only when there are about two other people at the table. This way he can appear to be very generous, and spend hardly anything. #3943

I brought a red marker from home. Before we entered the club all of us marked the back of our hands. When we entered the club we showed our marks and they thought we had already been in the club, had already paid our cover charge, had our hands marked when we left earlier, and were now returning to the club. Once inside I yelled, "A-yeeaah!" to celebrate that we had all saved the cover charge. #3944

I go on eating binges all week when I'm on my own. But on weekends when I'm home with my parents, I diet. I don't want my damn mother to say how fat I look. #3945

I run a store that sells used clothes. Many people come to us with clothes they want to sell. Occasionally someone wants to sell us clothes that they have stolen from various stores. We can often tell because all of their items look brand new and are currently in fashion. They don't want us to think the items were stolen, and they often say something like "Someone gave me this for my birthday, but it doesn't fit "#3946"

I am friendly with the owner of the Korean laundry I use. One day the owner said I should bring in all of my dry cleaning and she would clean it for free. I was surprised and told her I really didn't have anything that needed dry cleaning. So she handed me two armloads of women's dresses and asked me to bring them in to have them dry cleaned. I learned that a man was considering buying her business and came every day and recorded how much business she did. The owner wanted to get as high a price as she could for her business. So she wanted to create the appearance that she was doing more business than she actually was. The following day I drove up and parked my Mercedes Benz right in front of the store. Then I took in the two armloads of dresses and said I wanted them dry cleaned for my wife. In actuality, I'm not married. I could see a Korean gentleman seated there keeping a record of what was happening. The business sold shortly thereafter, and I believe this gentleman bought it. #3947

The owner of a business that repairs and replaces roofs asked me to come and just sit on a roof so he can charge the customer for an extra worker #3948

There are several retail computer shops around Grand Central Station in New York City that operate on the principle of "bait and switch." They advertise all the latest computers at very competitive prices. But when you go in they get you to wait while they "call the warehouse" to see if the model you want is in stock. Then while you are waiting they try to sell you a discontinued model that they have in the store. When it becomes clear they can't sell you what they have, they tell you the model you want is out of stock. #3949

A woman and her husband moved here from another province and set up a business in our area. People thought the woman was just terrific; that she was a wonderful and kind person who would do anything for you. She would tell us that she and her husband always trust farmers more than other businessmen, because farmers always come through when they owe you money. Therefore she and her husband never sue farmers, never, because they know farmers are going to pay. But when I went to work at her company, one of the first things I had to learn how to do was to fill out liens against farm machinery and send them to the sheriff's office to collect. So right away I could see through her whole façade. #3950

During my last two years of high school I heard almost every line that a guy had to offer. By the time I graduated, whenever I heard a familiar line from a guy, such as "I'm not like the other guys," I would laugh in his face. Then one night I met a guy who seemed very different. I was at a club in Charlottetown and this guy asked me to dance. He was very good looking, so I was prepared for his pitch. Sure enough, his first words were "I've been watching you all night and trying to get up the courage to come and talk to you." I thought, "Here we go again." A few minutes later I told him I didn't believe a word he said, so he might as well cut the shit. This really seemed to offend him. He told me he could understand why I didn't trust him because most guys were insensitive jerks who didn't care about anyone. But he said he was different from the rest. He told me he never lied and would never lie to me. He explained that he was really shy and very insecure when it came to girls. He hadn't asked anyone out in months. Also, he cared about people too much to hurt them. He put so much of himself into this little speech that I almost believed him. I mean, here was a guy who actually seemed to be insecure and good looking at the same time, which is a rare combination. From the way he talked I realized he was very shy and had very little confidence in himself. So I gave him my phone number. The next day he called me and seemed even more humble than the night before. So I decided to go out with him at least once. We went out four times. He was the perfect gentleman; not one wrong move. He was a miracle. On the fifth date I realized there is no such thing. He was just a phony. Every word of his sob story had been bullshit. But what I heard on that fifth and last night was beyond bullshit. I learned a valuable lesson. Never believe a guy who sounds too good to be true. I'm amazed at how good a con artist he was. He had the whole thing down to an art. #3951

Most women want to look as attractive as possible. One way they do so is by wearing brassieres which improve the appearance of their breasts. Many brassieres push up the breasts to provide a good shape, and make the breasts look fuller and more attractive. Many Asian women have small breasts and wear thickly padded brassieres which make their breasts look much larger. An Asian friend of mine in Toronto told me that her Caucasian boyfriend was quite disappointed when he learned that her large breasts were "not real." Guys do the same thing when they wear jackets with padded shoulders. #3952

I live in a small town on the Island. There isn't much for teenagers to do, so I hang out with my friends. We usually travel together in twos and threes. Our favorite place is a local restaurant called the Bluenose. The restaurant is dark and the food is OK. The staff sit at a table near the kitchen and talk back and forth with some of the customers. People often yell greetings from their tables. No one minds how long you stay, provided you buy something. We have to make our hot chocolate or fries last a long time, and are often still there when the restaurant closes for the night. Teenagers spend a great deal of time at the Bluenose, but very little money.

I'll tell you some of the ways my group avoids spending much money. The most important thing to know is at what time the shift of waitresses changes. Once you get that down, you're laughing. We know that the shift changes at two thirty in the afternoon. So around ten minutes after two we go in and order a big dinner, say fried chicken, fries, the works. Later we tell our waitress we don't want anything else and we ask for our bill. Usually we hang on to what is left of our cokes or milkshakes. Then when the new shift comes on we'll order a round of hot chocolate. After a while, we'll ask for our bill. We have already conveniently gotten rid of the first bill with the high-priced items on it. We've done this many times and have never been caught. And it's a good thing too, because we usually have no more than forty cents in our pockets.

Sometimes all we want is a hot chocolate, but we don't have the forty cents it costs. A couple of us will go down to the local drugstore and browse around. Then we'll steal something small enough to go in our pocket, such as dental floss. Next we wait outside until someone we know comes out of the drugstore carrying a purchase in a bag. We get them to give us the bag, and we crumple it up a bit to make the bag look used. Then we put the item we have stolen into the bag and go back into the store to get a refund. They seldom ask to see the receipt. However, they may suggest that we exchange it for whatever we were supposed to get. I always tell them, "No, Mom told me to bring the money right home." Now we have our refund of ninety cents, or whatever. Back we go to the Bluenose to get our hot chocolates. Obviously we couldn't pull this everyday or the drugstore employees would catch on. However, it has worked in a pinch.

There is another thing we do that we can't do often, but it always works. On a day when we aren't very hungry we'll ask for a large order of fries. Then after we've eaten what we want, but never more than half, we'll pull a hair out of our head and put it under the remaining fries.

We'll tell the waitress, "Aw, there's a hair on my plate." The waitress will quickly remove the plate and ask if we'd like another order. Of course we'll say no, and add that we hope we won't have to pay for our order. The waitress wants to avoid a scene and will agree that we won't be charged. We have pulled these scams many times and have never gotten caught. #3953

People use all kinds of techniques to shoplift and I'll give you some examples. "One girl carried two blouses and two pair of jeans into the dressing room. She put one blouse and one pair of jeans into the bag she was carrying. Then she walked out of the dressing room and placed the remaining blouse and pair of jeans back on the clothing racks and left the store. A security guard was watching her. He stopped her outside and the store pressed charges." "I work at a department store and there was a shoplifter who frequently came to the store but had never been caught. One day a clerk took down a box of shoes to show to a customer. Inside was a pair of old shoes which the shoplifter had exchanged for a new pair. We were all greatly amused by this." "I was working one Friday night, and a boy I recognized was sitting in the store watching me. He sat there about half an hour, and I thought he was acting very suspicious. I was working alone and left to do something in another part of the store. As soon as my back was turned, he left with a large item that belonged to the store. Without thinking I ran out after him. I took the item from him, and the manager came and escorted the boy to his office. They charged him, and when they took him home he looked at me and said, 'Thanks a lot."" "A man had a salesman help him wheel a large television set out of the store to his car. A week and a half later the store realized the set was missing. The salesman was able to help the police identify the man who stole it." "An elderly lady filled a shopping cart, put her coat over it, and strolled past the checkout counter without anyone noticing. She went out to her car, unloaded the cart, and reentered the store. She filled her cart again, put her coat over it, and walked out a second time. When she returned a third time an employee from a neighboring shop phoned us up. This employee had watched her unload her cart. This time I followed her out and caught her. She had taken at least \$500 of merchandise from the store." "A well-respected and wealthy businessman came to our store and approached the manager with a new camera he had received for Christmas. He told the manager he wanted to get a roll of film and asked if the manager would show him how to load the camera. The manager opened a new roll of film, showed the man how to insert it in the camera, and handed the man the empty box so he could pay for the film on his

way out. The man looked around the store and selected several items. On his way to the cashier he stopped at the film display, placed the empty box on the shelf, and took an unopened box of film. The cashier was watching the man and phoned the manager to tell him what the man had done. The manager was furious that the businessman tried to shoplift in his store. Because of the man's wealth and power, he felt there would be no use pressing charges. He told the man never to return to his store."

20. Making it easy for others

People take various steps to make it easier for others to adopt and employ their models. They expend time and energy and even money to get others to do things their way.

Let me write out what you need to get at the store today, so you don't forget. #3955

Why are you wearing all those clothes? It's too hot. Here are your shorts. Put them on #3956

I make the bed every morning. When my wife thinks it's time to put on fresh sheets, she gets them out for me and leaves them on the bed. #3957

My daughter wants a career in acting but needs to know more about it. So this spring when I was in Toronto I went to a bookstore which specialized in the performing arts and picked out ten or more books on acting and gave them to her. Now all I have to do is get her to read them #3958

My boyfriend had bad breath. I didn't tell him, but I asked if I could pay to get his teeth cleaned for one of his birthday presents. He agreed and I set up an appointment for him. Afterwards he was pleased he had gone. #3959

My son is planning to study film in university, but he just never finds any spare time to learn about it or get experience. So instead of having him get a summer job doing something irrelevant, we set up a pay scale with so much money for each classic film he watches, each book on film he reads, each film he completes, and each film he makes that wins a prize.

He'll be able to make as much money as he would at some other job, and this will help give him a head start. #3960

There are all kinds of things I do when I want to hurry someone along. Sometimes I'm worried that we'll be late getting somewhere, and other times I'm tired being in a place and just want to get out of there. I'll do anything I can to help others move along. I'll help them with any chores they have to do before they can leave. I'll also get their coat, collect their bags, find their car keys, and get their car or call a taxi. #3961

It's my job to do the dishes at home every day. I've asked the family to put their dirty dishes in the dishwasher, rather than the sink. But this means I have to get the clean dishes out of the dishwasher to make room for them. So I turn on the dishwasher last thing at night, and clear it out every morning before the family members eat breakfast. I even put notes on the outside of the dishwasher to remind them, such as "Fill me! Fill me!" and "Bring me your smeared and smelly, your sullied and besmirched, and I shall make them clean!" #3962

When our family goes out to eat, everyone participates in the decision as to where we go. Individuals have preferences, such as Chinese food, pizza, or hamburgers and fries, and try to convince others to go for the same thing. We try to persuade with reasons, such as "Last time we had Chinese food and everyone had a good time," or "We should eat something different this time." Occasionally someone offers to pay for much of the meal if others will accept their preference. This often wins others over. #3963

A couple I know have adopted a child from China and named him Paul. Paul has been living with them for two years and is presently three years old. They have decided to adopt a second child from China so Paul will have "a sibling." They are going through the adoption process now, and they plan to name the second child Martin. In order to make the transition from being an only child easier on Paul, they have pasted Martin's picture on the refrigerator door. They pay attention to Martin's picture, and every morning each member of the family is expected to say hello to his picture. However, the other day Paul announced, "I don't like Martin!" #3964

People also seek to remove distractions which might interfere with the activities of others.

Nothing is more disturbing during a church service than a crying baby. Our church has installed two soundproofed crying rooms, one on each side of the church. Sound is piped into the rooms, which have glass walls that allow people inside to see the altar. People can take their babies inside, follow the service, and exit at the right time to take communion. #3965

21. Asking for help

People also seek help from others in order to satisfy their models. They may ask others to give them information, such as a telephone number or address, or the time a movie begins or a store opens or closes. They may ask them for advice, such as how to handle a difficult problem. They also ask others to get things for them, such as pick up milk, shampoo, or a magazine at a store; to take care of their needs, such as feed them; to loan them something, such as their car, a vacuum cleaner, or a pen to write with; to take them where they want to go, such as to the beach; to give them permission to do something, such as visit a friend or stay out late; to help them do something, such as move a piece of furniture; or to fix an appliance or piece of equipment for them, such as load paper in a copier or remove a sheet of paper which has jammed the mechanism. They may ask them to do things for them, such as take out the garbage, feed the cat, replace a burned-out light bulb, or print some copies. They may ask others to give or loan them money, to hire them or help them get work, or to perform an illegal act for or with them. There are a great variety of types of help that are requested.

Mom, can I have my lunch money for the week? #3966

I have to decide what I'm wearing to the wedding reception. Will you look at these two outfits and tell me what you think? #3967

A woman and two young boys were walking down the sidewalk just ahead of me. One boy said, "Mom, I have to go pee." The other said, "I'm thirsty. There's no one in the world as thirsty as me." #3968

My daughter was singing in the kitchen while she washed the dishes. My son walked down the stairs from his bedroom to the kitchen, and told her, "Please stop singing. I'm trying to sleep." #3969

I was in the emergency room of the hospital and overheard one nurse ask, "Who will help me ambulate (the patient in) bed five?" "I will," replied another nurse. The two walked off together. #3970

After supper, my little sister began fretting about her science test, which she has in two days. She whined, "I wish I had someone to help me with my science." Dad looked up from his newspaper and said, "OK. Get your scribbler and I'll help you." #3971

Women get upset with male toilet habits. One woman asked me, "Why do men have to pee all over the toilet seat and leave it there for others to sit in?" Another placed a sign over her toilet that read, "If you sprinkle when you tinkle, be a sweetie and wipe the seatie." #3972

When you work at a shoe store, one group you would like to avoid fitting is infants. The immediate reaction of most infants when you kneel in front of them and take their foot in your hand is fear. They are harder to size than anyone else because they won't sit still long enough for you to measure their foot. By the time you have measured the length and width, the average child is crying loudly. You feel like you are really hurting the child. Next you have to get a shoe on the foot. This is difficult because all babies curl their toes up and keep their feet very rigid. When you force the shoe on, you feel that you must be hurting the child, and the mother is sitting right there watching you. Also, because babies curl their toes, it is almost impossible to tell if the shoe fits properly. What I usually do is suggest to the mother that she put the shoes on her child. A mother may be able to get them on easier than you can, and if this bothers the child at least you don't feel like it is your fault. #3973

My computer was six years old and I decided to replace it with a more powerful one. But I didn't want to throw my old one away, because it still worked fine. I asked my friends if they wanted the old one, but they all had one that was more up to date. I called up the Newcomers Association to see if they knew a refugee family that might like to have it, but they said they couldn't give it to one family because the other families would be jealous. Then a woman I was talking to at the association said she knew a writer who needed one. I took the computer to the writer and she was very happy to get it. #3974

People frequently come to you to get donations of money for their organization or cause. There are all kinds of requests. Kids often want

to sell you something, like a chocolate bar or a box of cookies. Adults come to your door and ask for money for societies that fund research to deal with various diseases like cancer or diabetes. Occasionally there is a benefit concert or dance to raise money for refugees of natural disasters. Sometimes people sell books of coupons that give you discounts in local stores. Often they sell lottery tickets for a specific prize, which can be a car, a house, money, or a basket of food items. Then there are associations, such as the police department, that ask your business for donations to run an advertisement in their publication. Individuals also ask for pledges of monetary support for their participation in a long-distance walk or race, and the money goes to a worthwhile cause. These efforts often raise many thousands of dollars. #3975

When I was at university I met the man of my dreams. But later I found out I was pregnant, and it was too much for him and he left me. I told my parents, and they said they had suspected I was pregnant. They were totally supportive and have done more than anyone could ever imagine. They are helping me finish university and they see that I need nothing. No one could ever be as lucky as I am. Nevertheless, I took many stabs in the back from supposed friends. People would make comments about the father being Black, and call my baby "a Black girl." I reacted many times with strong emotion. Names really pissed me off, especially when I was out shopping. But this soon died down. Now my daughter and I live with my parents and we are both very happy. No one will ever know how much I appreciate all my parents have done for me, and as long as I live I will never be able to repay them. I love my daughter, and if I got pregnant again, I would have another child. But this time I would like to be independent of my parents. #3976

You often need influence or personal referrals to get a job in a local business. If the owner or the person responsible for hiring does not know you, you have little chance of being hired. This is the case at the local fish processing plant. The plant employs about one hundred and thirty during the months of May through September. Every spring about one hundred of the workers from the previous year return. This leaves about thirty jobs open for new employees. As a result the foreman at the plant is swamped with calls from friends who want a job and from friends who are trying to use their influence to get a job for a relative or neighbor. These calls begin as early as January. Although the foreman seldom guarantees anyone a job, people know that if they don't have some connection with the foreman or the owners they will have very little chance of being hired. #3977

The Fire of Prince County took place in Lot 11 on Prince Edward Island in 1960. The fire lasted from the middle of August until the middle of October and began in the community of Enmore. There had been a prolonged period without rain and the area was very dry. The fire was started by a man burning a bee's nest in a tree stump. The fire burned deep into the stump and into the roots of other trees. When the fire emerged from underground, it could be anywhere from one to two miles from its source. The fire seemed to pop up everywhere for no apparent reason. The man who burned the bee's nest realized that the surrounding fires were originating from the stump and he spent many hours with an axe and shovel trying to dig the stump out. Because transportation in the area was limited, he was unable to get water to the stump. When the man realized his efforts were accomplishing nothing he decided to take the problem to the authorities. He and three of his friends then traveled to Charlottetown to get help. Authorities there said they had no money to send a water truck to Enmore for something as simple as a smoking tree stump. Obviously they did not take the situation seriously. The men left Charlottetown and returned home to find the fire was practically out of control. They returned to Charlottetown two more times but failed to get help. "It's a shame so much stupidity was involved before anyone realized just how serious it really was." If the authorities had sent a fire truck and extinguished the fire at the time they might have saved themselves almost a million dollars. The fire continued to spread until it was burning a large region. By now everyone took the fire seriously. Homes and barns were burned. Men were brought in from various Island communities as well as from off the Island to fight the fire. Some were volunteers and others were paid. Water trucks and bulldozers were supplied by communities and the government. Some of the wives of the firefighters cooked meals and performed other tasks.

There was considerable controversy over certain groups who fought the fires. Many of the volunteers were convicts who were released from jail. Not only were they free from jail, but they received time off their sentences for fighting the fires. Many stated the convicts were raiding gardens and looting unoccupied houses. They thought the convicts were lighting more fires to avoid going back to jail. In one case a couple of men from a group of convicts asked a farmer for some beer. When he refused, they told him he might not have a home in the morning. At that time many made their own liquor and the farmer quickly ran off a batch for the men. Some of the other firefighters were also rumored to start fires. These were being paid, and because there were so few jobs at the time they wanted to continue working.

There was considerable confusion about how best to deal with the fire. Initially the RCMP (Royal Canadian Mounted Police) were in charge of the operation. However, a farmer would be told by an RCMP officer to evacuate, and right afterwards be told by another RCMP officer to stay where he was. Many members of the community felt the fire would have been extinguished sooner if the RCMP had not been involved. Eventually the RCMP were replaced by the Department of Forestry. But they were no more successful in controlling the fire than the RCMP. Their initial order was to burn the grain fields to slow the fire. This was a serious loss for the farmers, many of whom believed their fields had nothing to do with the progress of the fire. Tempers grew short and many people were disgusted with the way things were being managed. Bulldozers were used to try to feed the fire in the hope it would burn itself out. But there was much confusion over where to plow. After the bulldozers had finished, the area looked like a giant sandpit. The wind was a major problem. When an area was plowed to stop the fire, the wind would change direction and the fire would travel elsewhere. Each time the fire seemed under control, high winds would revive the blaze. Most people in the area were told to evacuate, but many refused. They stopped going to work, because they had to remain at home to watch over their property. There were those who felt that they could have put the fire out themselves if everyone else had stayed out of it. "There were too many chiefs and not enough Indians."

Everything looked black and lifeless during the blaze and afterwards. "The sky was very beautiful at night. Everything was so bright it felt like the sun was shining." The hot, dry weather plus the heat from the fire made it very uncomfortable to sleep at night. Water had to be rationed to each family because so much was needed to fight the blaze. There were some radio reports that the entire eastern third of the Island was on fire, and there were those who panicked.

Finally, weather played a major role in extinguishing the fire. There were cold rains and occasional snows in the middle of October. This killed the majority of the blazes. Some areas did not stop burning until Christmas, such as those with peat moss where the fire slowly smoldered. Remarkably there were no casualties. Some were treated for minor burns and smoke inhalation, but there were no serious injuries. Today local people still relate events to the fire. People will say, "They were married two years after the fire," or "He was born the Christmas before the fire." #3978

People also seek various forms of help from supernatural figures.

I was looking through a Bible in a used bookstore and came across the following letter tucked between the pages: "Dear Lord:

I am writing to you to express my wishes and heart's desires.

I am very lonely and sad without Carl, but I need someone to care for, love me and I him. Please Lord let me meet such a companion, a Christian and kind man who will help me serve you.

Help me busy myself with the worthwhile things and please help me to be poised and patient.

Thank you Lord in Jesus name.

Your servant, Amen." #3979

Back in the 1970's, I was hitchhiking back from a grocery store and was picked up by a young man with a big sappy smile on his face. "Uh-oh, Jesus freak," I said to myself. While he drove he told me I should come to one of their prayer meetings that were being held every Wednesday evening. "Miracles are performed," he explained. "Just last week there was a girl there who had something wrong with her mind. We all prayed together and God gave her a completely new nervous system." #3980

People frequently want others to do something for them in order that they can save time and energy themselves.

Can you set the table so we can eat? #3981

Could you make the salad? #3982

Whenever I have a problem with my computer at work, I go ask the personnel at our computer center what to do. They've been able to solve every problem I've taken them. #3983

My boyfriend and I bought a bag of popcorn and some pop at the movie theater and finished them off during the previews. After we put the containers under our seats, an announcement appeared on the screen to "Please place all boxes, cups, wrappers, and napkins in the bins at the rear of the theater. Keep the theater clean for other people." My boyfriend commented, "I bet that has a lot of effect," but I went ahead and did what they asked. #3984

People also ask others to do something with them.

Want to go for a coffee? #3985

There's a very good band in town that plays Celtic music. Do you want to go hear them this weekend? #3986

Charlene had already had a few drinks too many. When she got to the party this good looking guy, Frank, came over and started talking with her. Frank is a respectable guy around town and everyone thinks he is a nice guy. Charlene went with Frank to his car and soon they were necking and clothes were coming off piece by piece. Frank asked Charlene to have sex with him and she did not answer. She was still a virgin and was considering whether to have sex with this respectable guy. Before she could answer, Frank decided to proceed. Charlene told him to stop and he did. Then he drove her home. #3987

When people want to ask for cooperation they sometimes wait until they think the other person is in a receptive state.

22. Employing other people

People hire others to work for them in order that they can achieve goals. Employees may help one obtain a resource; develop, manufacture, distribute, and sell a product; or provide a service. Often workers are hired to perform specific tasks. However, these tasks may change over time. Normally the employer expects to execute larger tasks and obtain more resources, such as money, through using workers than he could obtain on his own. Employers frequently hire those who have been trained to perform certain tasks and/or have had experience performing these tasks. They also provide training themselves. Employees may be selected because they have desirable physical characteristics. Those who do not perform satisfactorily are often discharged. Most large and small businesses hire extra workers. This enables a business to deal with more customers and stay open more hours than the owner could handle himself. The owner can also allocate certain tasks to the employees so that the owner does not have to perform all of the tasks himself. Hiring workers also enables the business to execute large tasks within a short period of time

You have to hire a work crew when you want to harvest certain crops, such as strawberries or tobacco. Otherwise you will only get part of your crop in when it needs to be harvested. #3988

Certain businesses need a lot of employees at particular times of the day. Coffee shops often have lines of customers waiting to get coffee to take out before they start work or during their coffee breaks. Many restaurants need a number of cooks and waitresses at mealtimes. Customers expect to be served quickly and are not likely to return if the wait is too long. #3989

The bouncers who are hired to work in the bars and clubs are all big and muscular. They look like they intend to maintain order no matter what has to be done. You rarely see a skinny, underweight bouncer. One bouncer told me that when the men that are hired are large and intimidating, it is easier to keep peace and there are seldom any fights. People simply don't pick fights with big men. I did see a fight break out, and it was dealt with quickly and easily by the bouncers. Actually it was over before it started. The fighters were separated and kicked out of the club without a big fuss. #3990

I used to hire workers to help me sell goods in my retail store. But the wages and benefits took so much from my profits that I wasn't making money. Also many employees are lazy and some stole from me. So now I just work by myself. I can't stay open as long as I'd like, and I don't do the same volume of sales, but at least the business makes some money. #3991

23. Obtaining a service

People frequently turn to others to obtain a service. They usually approach professionals who specialize in providing a specific service, and who are paid for the service they provide. Examples include brokers, bankers, doctors, dentists, pharmacists, lawyers, secretaries, travel agents, carpenters, plumbers, electricians, gardeners, taxi drivers, shoe repair men, waitresses, auto mechanics, gas station attendants, oil delivery men, barbers, hair dressers, and prostitutes.

Could you send a taxi to take me to the shopping mall? #3992

I asked the pharmacist, "What kind of cough syrup should I get for a dry cough?" #3993

I went to see a bank manager, and told him, "I want to put some money in a Registered Retirement Savings Plan." I asked, "Which mutual fund do you recommend?" #3994

I was going with a man for three years and we were planning to get married. Then he suddenly broke off with me. I am a private person and could not discuss my problems with others. I felt very tense and found that alcohol was very relaxing. When I drank I forgot about the hurt I felt. I began missing work in order to drink. My friends pointed out what I was doing to my life and I decided to seek help. I went to a doctor who specialized in alcoholism and I followed his advice and went to a clinic in the United States to dry out. When I returned I went for counseling for alcoholics. Today I have a good job and a new boyfriend, and he and I are getting married this summer. I refuse to drink at all now, and I hope anyone with a drinking problem will seek help immediately. #3995

24. Using a different person or service

When people can not get someone who can satisfactorily provide them with what they want, they may go to someone else. They may hire different employees or start dealing with a new business or service in order to better satisfy their models.

I went to buy a suit last month. The guy at the store had on a plaid blazer with wide lapels, pants with flared legs, and a striped tie. I certainly did not want him to pick a suit for me. No one wants someone who dresses old-fashioned to sell them clothes. I went elsewhere. #3996

I went to get a haircut last week and the lady hairdresser had dirty, uneven, oily hair. Her hairstyle looked like something from a previous century. There was no way I was letting her touch my hair. #3997

I called the local taxi service I regularly use, and they said they would pick me up within five or ten minutes. Twenty-five minutes later they still hadn't showed up. I called them again and learned they had never sent a cab. They had simply forgotten about my telephone call. They

offered to send a cab, but I told them not to bother. I called a different taxi company and decided I would stop using the initial company. #3998

The last time I went to my dentist, the technician who cleaned my teeth caused me a lot of discomfort and pain. She was rough and hard when she pushed her instruments against my gums and underneath them. Since then I always ask to have a different technician clean my teeth. #3999

My friend and I decided to try out a new restaurant. After we entered we stood and waited for the waitress to show us to a table. The waitress ignored us while she talked to other customers. When she came over we asked if we could sit at the front table by the window. "Yes," she said, "but if a larger party comes in, I'll have to ask you to move (to a smaller table)." My friend asked her, "Will you move us if we are in the middle of eating?" "No," she stated, "we're not that rude. Come on!" She addressed us as if we were difficult children. The waitress left and my friend and I sat down. Then we said to each other that we really didn't like the way she had spoken to us, and we got up and left the restaurant. #4000

During the summer we had a satellite dish installed to receive more channels on our television. Later during the summer the landlord had new siding put up on the sides of our apartment building. However, after the siding was added, our television no longer received satellite stations. We made an appointment for the woman from the satellite company to come over the next evening and determine the cause, but she failed to show up and never telephoned. She arrived the next morning and never apologized. But she did determine that the problem was caused by a nail that had been driven through a connecting wire when the siding was added. To fix the problem some of the siding would have to be removed and a portion of the wire would have to be replaced. We arranged for all parties involved to be present at 9:30 AM the next morning so we could get this done. However, the woman from the satellite company failed to show up, and the rest of us finally left. Because the woman from the satellite company was so unreliable, when we eventually moved to another location, we made a point of hiring a different company to install our satellite dish. #4001

I hired a construction company to build and install shelving in my new store. I needed the shelves to slope at an angle in order to better display my goods, and I explained this and built models to illustrate it. But the

construction company ignored this and built all the shelves perfectly horizontal, without any slope. I also had them build a sales counter for the front of the store. The counter consisted of a long, continuous smooth surface. But when they installed it, they drilled a hole from underneath right in the center of it. In addition, they had to use heating irons to attach melamine surfaces to the shelves. Occasionally they placed the hot heating irons on the carpet, which seared the carpet. I was very upset by all these problems. I insisted on paying them less than we had initially agreed on for the work, and I never hired them again for other construction work I needed done. #4002

We bought a European car because we liked the safety features. But we've had annoying electrical problems with the car. Sometimes one of the windows doesn't work. Also, there is a light on the dashboard that indicates there is a problem with the engine, and this light comes on about half the time we drive the car. However, the car company can't find any problems with the engine and can't stop the light from coming on. Problems like these have made us decide we won't buy another car from this company. Instead we'll probably buy a Japanese car, because they have a much better record of reliability. #4003

It is very important for daycare workers to love, or at least like, children. I recently hired a woman to work at my daycare center. I hired her through the unemployment program and the government paid half her wages. She was consistently late for work, and you really have to be on time at a daycare center because parents drop off their children and have to get to work on time themselves. Also, the woman resented the fact she had to look after the kids. She just wanted to clean the kitchen instead. Obviously she was not suited for work at a daycare center. #4004

Farmers try different strategies when they hire workers to help them plant and harvest. Not only do they want workers who will work hard and get the job done quickly and properly, they also want workers who will cause the fewest problems. Often the strategies they select are based on their past experiences.

My brother has a tobacco farm. At the beginning of the season he and his son prepare the greenhouse. Then in May he hires six mature women to select the best plants for planting. These are local women who are friends of his. He prefers to hire them because they are experienced and do not complain about the pay or the hours like younger

people do. He says they understand how important the farm is to him, whereas younger people are just out to make a buck. Then about the second week in June my brother starts to plant his tobacco. For this he needs five people. He needs four workers and one person to drive the tractor. He would prefer to hire older workers, but the job is too hard for them. Instead, he hires younger workers who do not know each other. He thinks it takes a good three or four weeks for them to get to know one another, and by that time planting will be over. He says if he hires four young people who already know each other they will be more likely to complain and argue. Things are likely to get out of hand and they'll go crying to the boss about how bad a job some other worker is doing. About the first week in July my brother starts to hoe the tobacco. For this he hires about nine people ranging in age from ten to nineteen. Then about the beginning of August my brother starts topping the tobacco. Again he hires young people. He prefers kids because he feels he can get along with them and teach them how to work with others. He has decided that some jobs are suitable for kids and some are suitable for older women. He said ideally he would hire older people for the entire season, because they never complain, but much of the work is too demanding for them.

One sees a real contrast between the workers at lunch time. The young kids are active and always on the go. The older workers, however, want a peaceful, easy life. My brother goes home for lunch, the older workers eat in one part of the barn, and the younger kids eat in another. The older women take their time eating and gossip about everyone. The young kids eat their food in such a hurry you would think they would choke. Then they jump on their bikes and ride in and out of the barn squealing their tires. The older ladies scream at the kids because they want peace and quiet while they gossip.

My brother begins to harvest the tobacco about the last week in August. Last year he hired five people from fifteen to twenty years old to pick leaves. This year he hired five Quebec men who were twenty-two to twenty-five years old. His reasons are as follows. He had found that fifteen and sixteen year olds were not strong enough to carry one hundred pound baskets of tobacco. Also, in the past young people always complained about the working conditions and the pay. My brother liked the fact that the French-speaking men from Quebec could never complain to him because they couldn't speak English. If anything went wrong they would just have to live with it, because my brother couldn't understand what they were saying. My brother found this was his

best year in terms of workers for harvesting. The men from Quebec never complained, and they didn't seem to care either.

At harvest time my brother needed three people to rack the tobacco at the kilns. For many years he had hired older women. But this year he hired young girls. His reason was that the older women were too busy talking on the job and ended up getting behind. When he would tell them to hurry up, they would laugh and tell him they were trying to hurry. My brother felt if the young girls got behind he could tell them to hurry up and they would listen. My brother concluded that if you hire older people you have to get different ones every year and then they have to go. If you keep hiring the same ones they won't listen to you. But with the young ones, if you train them when they first start working, they may adopt good work patterns that they will follow as long as they work for you.

The last part of the season, which is called "grading," starts about the second week in October. My brother decided to hire four young people. Although they got along well together, they didn't enjoy the work and did a poor job. So he decided to fire the four and replaced them with four older women. The older ones enjoyed the work but they found it a long day and got tired and sleepy. Some of them even had to quit early and go home. So my brother hired two different young people and two different older women. At first they didn't get along. The older people had done this job before, thought that they knew it all and that the young ones knew nothing, and felt they should be able to boss the younger ones around. After the young people complained to my brother, he held a meeting with all four. He explained that he was the boss and they should all do their jobs to the best of their ability and not try to pick holes in each other's work. Afterwards they all became friends and are the best graders my brother ever had.

I talked to another tobacco farmer and asked what his views were on selecting workers. He said he would rather work with young kids right from the start of the season. He said the kids looked at him as some sort of god. They respected him. They knew he was the boss and if they got out of line he would sure put them in their boots in a hurry. He believes the younger kids, like all young kids, hate working. So the only way one can force them to work is to let them know you are boss and to be tough. He said if you don't start teaching them this when they are young, by the time they reach twenty they will have a lazy attitude toward working. He stated that because the older people were nearly the same age as he was, he couldn't make them work. They had already made up their minds whether or not they wanted to work. #4005

25. Suggesting

People frequently make suggestions to others as to what they think others should do. Often people think they know a better way to do the same thing, and believe it is in other people's interest to adopt their way of doing things.

Why don't you turn off the TV? You are just going to waste an hour or two watching it. $^{\#4006}$

Why don't you put on something comfortable? There's no need to wear your work clothes at home. $^{\#4007}$

Why don't you take a nap? You look like you need one. #4008

You'll have an easier time finding things in your briefcase if you turn your file folders so they all face the same direction. $^{\#4009}$

Between the time I was five and about nine years old I used to go to the local store once a week with Mom. I never had an allowance. But every time we went to the store I was given a quarter to spend. Also I had my bottle money, because you can sell empty pop and beer bottles to the store. When I had bottles, I'd have a lot of money, say a dollar and a half, so I'd buy a whole whack of stuff. I was always satisfied if I could get a bottle of pop, a (chocolate) bar, and a bag of (potato) chips or something like that. I would finish this at the store. Then there were the reserves that came home for the week. Mom would get candy, a half gallon of ice cream, and a big bottle of pop. Also, I had a way of getting more. Mom would say, "You should save your money, you know." But the storekeeper would say, "What about some candy cigarettes?" Sometimes he'd say it when the bottle money was all gone, and Mom would have to buy it with her money. Also, this store used to sell these thin story books for children. They were maybe twenty-five or fifty cents each, and they were in a rack that could twirl around and around. The rack was on a step, and I would sit on the step and look at the books all the time we were at the store. This was after I had spent my money. And the storekeeper would say, "Well, which book are you going to buy today?" And I'd say, "I don't know." I would sit there and look like I wanted one. I'd never ask. And the storekeeper would say, "Yeah, pretty nice books there you know. Should be good to get a book." Eventually the store-

keeper would make Mom or whoever was with me so uncomfortable they'd have to buy me the book. Every week I got a new book, and I ended up with a big box of them. Every time we'd go to the store, we'd drive up and Mom would say, "Now don't ask for too much." And I'd say, "No, no. I won't." And I never had to ask for anything. The storekeeper looked out for me. It was wonderful. #4010

My parents get sick and tired of telling me and my sisters when to be home on weekend nights, because we never listen. They want us to return home "within reason," but we pretty much come back whenever we want. I am female and seventeen, and in my case my parents think "within reason" is between one and two o'clock in the morning. However, I am rarely home by this time, unless I have to get up early the next day, and sometimes even this does not stop me. My parents usually ask me the next day what time I got in. They ask so they can catch me if I lie about the time. If I got in at three o'clock, I usually tell them I got in around two thirty to make it sound better. They do not really get mad, but they repeatedly say it is too late and that I am losing too much sleep. But I don't mind staying up late as long as I can sleep in the next day. My parents and I have had arguments about this before, but they have never put their foot down and identified a specific time that I have to be in by. This issue is a major source of conflict in most families with children. #4011

26. Giving advice

People give others advice for a number of reasons. One reason is that they want to be helpful and protect the person they give advice to.

When I started working at the coffee counter all the other girls warned me about one of the regular customers in the shopping mall. However, I too was subject to his attentions. He was a middle-aged man who always wore the same clothes. He had a very intense look on his face at all times. He would order a small coffee and pay with a two dollar coin. He would smile suggestively and put all the change I gave him into my tip jar. I tried to avoid eye contact with him at all times. #4012

I go out to the local club with a group of friends. Most of the guys I dance with don't appeal to me. At the end of the night when they ask if they can drive me home, I give them an excuse. I tell them I have to drive Doug, my older brother, home. Doug is usually drinking and needs

a ride. But there was one guy who asked if he could give me a drive, and I didn't know if I wanted to or not. I said, "I have to check with my brother to see if he wants me to drive him." So I went to Doug and he said I could go ahead and get a ride. Then he added, "You'd be crazy if you don't." Doug told me later, "He's the nicest one in the bunch. And he'd never say anything about you." He turned out to be just that, and we ended up going out together for several months. #4013

People also frequently give others advice in order to encourage them to do things their way. They want the other person to act in accordance with a model they consider useful or proper.

You might want to think twice before you immigrate to the United States. You are a young man and could always be drafted to fight in one of their many wars. #4014

Before you move from Toronto to Vancouver, it would be a good idea to get some letters of reference from the people you have been working for. These will help you get a job, and it will be harder to get the letters from them once you are living in Vancouver. #4015

I work at a combined gas station and car wash. One male customer hangs out there because we have free coffee. Today a lady he knows came in to get a car wash. After we ran her car through the washing machines this customer inspected the lady's car and decided it was not clean enough and that it needed washing again. The boss wants to please everyone, so he said to go ahead. The male customer told me, "This time soap the car down first before washing it." #4016

Recipients often ignore advice because they have their own priorities and their ways of doing things.

A friend of mine has had knee trouble and difficulty going up and down stairs for a number of years. I've started going to a physiotherapist who has really helped me improve the use of my elbow and shoulder. Therefore I told my friend I was making an appointment for him to go see the physiotherapist too. But my friend said he wanted to ask his doctor first if he should go. Later he told me the doctor didn't think he should go to the physiotherapist, and instead would give my friend some salve for his knees. #4017

When a person ignores advice, those who give him the advice often believe and even hope he will have a harder time or fail. Then they can think or say, "That's what I predicted would happen," "See, you didn't listen to me, but I was right," and "I told you so."

A friend of mine told me he plans to sponsor and marry a woman from Russia that he has been communicating with over the Internet. I was shocked. My friend is much older than the woman, is much less attractive, and has much less education. Moreover, the two have never met. I told my friend about all the cases I know of Internet brides who get citizenship in Canada or the United States and then immediately divorce their husbands. Also, Russia has such a reputation for scams. It just makes more sense for him to find a bride in this country because she will already have Canadian citizenship, he can get to know the girl, and she will be marrying him for himself, not for his ability to get her citizenship. My friend listened to me, but I think he'll go ahead anyway. I wish him luck, but I have my doubts. #4018

This charitable group organized a dance to raise money and asked me to sell tickets for them. I agreed to sell the tickets, but told them I thought the tickets were too expensive. They cost twice as much as they do at regular dances. I also pointed out that the hall they selected for the dance had a concrete floor and anyone who was serious about dancing would want to avoid it. But they went ahead with their plans. I expected the dance to be a flop. However, I was wrong because lots of people went and it was a real success. #4019

27. Warning

People frequently suggest or tell others that something undesirable may happen if they act in a specific way.

When I was hired for the summer, the owner of the business told me, "Don't think this will be some kind of social event, where you can sit around and talk to the other workers about who you slept with over the weekend. This is a serious place of employment." #4020

I worked in a potato processing plant. The fryer for French fries contained over \$10,000 worth of oil. "Losing the oil" refers to allowing the

oil to go down the main drain instead of into the holding tanks beneath the fryer room. When I began my training the operator emphasized, "If you lose the oil in the fryer, the first time they'll ream you a new asshole. If there's a second time, you'll be out of a job." #4021

28. Reminding

People frequently remind others of something that they have agreed to do, or that they should do.

Did you buy some sugar? #4022

Don't forget we're going to see the doctor tomorrow about Jimmy's allergies. #4023

Did you figure out a time to have the Reids for dinner? #4024

Who left the light on in the hall? #4025

Hurry up! Your (TV) program is starting. #4026

Did you check if you have that book in your office? #4027

Mom, did you call the dentist about getting my teeth fixed? #4028

The following e-mail was sent to department faculty two days before graduation exercises. "Hi Everyone. Could I remind everyone that if you are picking up gowns for graduation – tomorrow is the day. And our students will be graduating Saturday afternoon. The students will be arriving at Duffy Building between 2:00 and 2:15 and at 2:30 will walk to the ceremony. If your plans are to be on the porch or patio or whatever (in front of Main Building) to greet and cheer our students on, the time to be there is no later than 2:30. Have fun." A second e-mail was sent the next day. "Hello Everyone. The information I presented you is in error. The academic procession will begin to move at 2:10 and faculty will join it at 2:20. If you are standing in front of Main Building at 2:30, you will have missed the boat. Sorry for the confusion. Could I suggest you gather on the porch of Main by 2:00, then line up for the procession which leaves at 2:20." #4028A

Often the other person has not forgotten to do it, but reminding them puts pressure on them to make it a higher priority. Often people do what they are reminded to do in order to remove the pressure associated with being reminded to do it

29. Insisting

People try to get others to do things their way by insisting they do so. Often they indicate what they want and refuse to take no for an answer.

Get up and take your shower, so we can get going. #4029

Hey, quiet down! I can't study! #4030

"It isn't good for you to eat dessert right before you go to bed," my wife told me. "Speak for yourself," I said. "And I speak for you too," she replied. #4031

My wife was rubbing some lotion on my back. "That's fine," I told her, meaning she should stop. "It's fine when I say it is," she replied, and continued rubbing. $^{\#4032}$

My friends put lots of pressure on me to smoke. When I'm with them and they are all smoking except me, I feel out of place. Sometimes they ask if I'd like a cigarette, even though they know I don't smoke. They want to make me feel guilty, and this infuriates me. They say, "Go ahead and try it," "Once won't hurt you," "Everybody does it," and "Don't you want to fit in?" When they ask, "Are you scared?" I start to feel I must be. Sometimes they call me names, like nerd or jerk, and I can't handle this. Mind you, when they aren't smoking, my friends are really good people. #4033

I go to church every Sunday. But I know I wouldn't go at all if it weren't for my wife. She makes the entire family get up and go to Mass. She is very religious and wants all her family in church. She spends a lot of time doing things for the church and serving on church committees. #4034

There are four notices on the photocopier in our department. One is a standard printed sticker, which states "\$132,000 Fine for Illegal Copying." The next two notices are printed by hand. They read, "Please, do <u>not</u> slam cover!! Thank you," and "Please do not set anything <u>heavy</u> on top of this machine. Thank you." The last notice is a handwritten note which is fastened right next to a used piece of chewing gum. It reads, "Whoever owns this chewing gum, plus the blob that is still on the paper cabinet, please remove it. <u>Do Not</u> put any more on this machine. Use the garbage can." #4035

I watched a ten-year-old boy in a bookstore take an interesting looking book up to his mother. His mother told him, "Put that back on the shelf." "But, Mom," he started to say. "Put that back on the shelf, please!" she demanded. $^{\#4036}$

Sometimes right before a game, the coach comes up to me and practically demands an outstanding performance. This puts a lot of pressure on me, because I want to please him. Also, I know if I don't do well, I may spend the game sitting on the bench. #4037

One time my wife decided she wanted a chance to get out of the house, and she applied for a job as a salesgirl with a company. I was furious. No wife of mine is going to be a career woman. I finally persuaded her to give up the idea. Now she works as a volunteer at a local home for senior citizens and is quite content. #4038

30. Begging

People may beg in order to get others to cooperate or give them money or other resources.

Dad used to tell me I couldn't get my ears pierced. He said, "If God wanted you to have holes in your ears, He would have put them there." Finally, after much begging and many arguments and fights, Mom gave in and took me to have them pierced. #4039

I work in a bookstore and a boy seven or eight years old was in the store with his father. He asked to see a book on animals and I showed him several. He didn't want a story book, he wanted a factual one. He rejected the skimpy ones of twenty or so pages, which cost about \$3,

and chose a more thorough hardcover book with more than a hundred pages, which cost about \$10. He begged his father to buy the book. The boy carried the book around the store with him and continued to ask his father to get it for him, but his father encouraged him to choose one of the skimpy ones. His father wanted him to hurry up and choose a book so they could leave the store, but this was the only book the boy wanted. As they left the store the boy again begged his father to buy the book, but his father said they would think about it. The next day the boy entered the store with his mother and showed her the book he wanted. The boy begged his mother to get it for him, but they ended up leaving without the book. The mother said they'd come back to the store, but they never did. The family was on vacation and looked middle class to me. I felt the family could easily afford the book. I think the parents didn't value the boy's interest in a serious subject. #4040

All my life the one place I wanted to visit was Egypt, and in 2005 I went for two weeks. But now that I've been, I never want to go back. It was so unpleasant, I hated it, and the reason is I was constantly hassled for baksheesh, or tips.

There are people who perform certain services that you normally tip. These are attendants in toilets, people who carry bags for you, and waiters. I see nothing wrong with this. The difficulty is all the other situations in which people ask for and expect baksheesh. Some people encourage you to take their photograph and afterwards ask for baksheesh. Others try to entertain you in some way in expectation of getting baksheesh. For example, a site attendant will stage a humorous photograph or a bell hop will fold a bath towel in the shape of a crocodile. Other people find excuses to ask for baksheesh. When I needed to buy a suitcase I compared prices in several shops, and returned to the shop where I was offered the best price. But when I paid for the suitcase, the female clerk wanted baksheesh because she had helped me get the suitcase for a good price. People try to find something they can do for you so they can ask for baksheesh. I've tried to hand a shopkeeper, who was standing right in front of me, some money for a small item, and had the money taken from me by a stranger who handed it to the shopkeeper and then wanted a tip from me. You soon feel that the only reason people do anything for you is because they want you to give them baksheesh. It gets to the point that you don't want to ask anyone for information or let them help you in any way because they will almost always want baksheesh. I once asked a man where to find an Internet shop. He said a young boy would show me. I told him I didn't want the boy to do this

because I didn't want to pay another tip. The man insisted that I wouldn't have to tip the boy. The man kept insisting that the boy would show me where the shop was, and I had him explain to the boy that I wouldn't tip him. The boy accompanied me to the shop and then repeatedly asked for a tip. On top of this, you are frequently asked for baksheesh by people who do absolutely nothing for you.

There is a good reason not to use a flash camera in the tombs and museums. Over time the flashes will cause the colors on the artifacts and wall paintings to fade. However, this does not apply to taking photographs without a flash. Nevertheless, most tombs and museums have signs that no photography is allowed. Many tomb attendants and site guards make a production of encouraging you to break the rules so they can get more baksheesh. They encourage you to take photographs and tell you not to tell anyone. But they always want baksheesh. There is also the serial baksheesh. Some tour guides and tomb attendants will show you certain artifacts and ask for baksheesh. Then they show you something else and ask for more baksheesh. I have even had a guard attempt to give me artifacts at a site. When you give them baksheesh as you leave the site, many make it very clear that you have given them too little and that they expect much more.

People also try to get you to give others baksheesh. A group of us each paid a large fee to visit a historical theme park. Then our tour guide repeatedly told us we should give a good tip to the employee who would explain a few of the exhibits in a small museum to us. The employee was a young woman, and I believe the tour guide was either trying to win favor with her or expected a kickback. On another occasion, I needed to take a shuttle bus from one airport terminal to another. A young man got on the bus with me after talking to the driver, and then told me repeatedly I should tip the driver. Because the young man did not look like an airport employee and was not catching a plane, I suspect he was trying to get me to tip the driver in exchange for the driver giving him a free ride.

Also, I continued to meet people who were outright greedy. When I bought a bottled drink for one Egyptian pound at a small grocery, I asked for a straw. The clerk handed me a miniscule five-inch straw from a box of straws and asked for an additional pound. When I entered the toilet at the Egyptian Museum in Cairo, my path was blocked by the attendant who demanded baksheesh. When I asked how much, he said, "Five pounds." The usual baksheesh in a toilet is about a tenth that amount. I stayed in a hotel in Aswan for two nights. I checked out one morning and asked to leave my suitcase there until my train left that afternoon. The manager insisted I pay a large fee in advance for this service. One

day in Cairo I arranged at a hotel for a car and driver to spend the day visiting ruins nearby. The driver and I agreed on the itinerary, and I paid the stated amount to the hotel owner. The driver of the car was proud of his professional reputation and showed me a newspaper article about him and a letter he had been written by a satisfied customer. However, early that afternoon in the middle of our trip he told me I would have to give him more money if I wanted to finish the trip as planned. Also, Egyptians I talked to felt it was only natural that there be a two-tier system in which foreigners should pay much more than local people. For example, if I wanted to use a computer in an Internet center I was charged approximately twice the rate Egyptians were charged.

Not everyone in Egypt asks for baksheesh, but so many do that they make your trip very unpleasant. Who wants to spend their trip arguing with one person after another who hassles you for money? I've heard travelers complain that they thought travel in Egypt would be inexpensive, but because of all the baksheesh they have to pay, it is actually very expensive. I know I will never go back to Egypt if I can avoid it. I can't help but wonder if the ancient Egyptians were replaced by another race, the Baksheeshi, who are easily recognized when they greet you with an outstretched palm.

I have traveled in over 30 countries and Egyptians are by far the most exploitative of tourists. I know this is culture shock on my part, and if I had grown up in Egypt I wouldn't even notice it. In contrast, I loved Turkey. The people were friendly and very hospitable. And they didn't constantly ask for baksheesh. I felt they did things because they liked to be nice, not just to get money from me. My mistake was assuming that the Egyptians would be like the people in Turkey. #4041

31. Nagging

People frequently continue to suggest, remind, or insist that a person do what they want him to do. People use various words and expressions to refer to this, including nag, annoy, badger, hassle, and "get on my case."

I do well in school and my parents never hassle me about grades. My brother does poorly, and they constantly nag him to improve. #4042

I did not want to go to university. The idea of going made me nervous, and it got so I hated the word. But my parents refused to listen. They felt they knew what was right for me, and they nagged constantly, until I

was sick of their nagging. I kept telling them I wasn't ready for university and didn't want to go. I wanted to take some time off to work, travel, and think about my life. Once I had done these things I might decide I was ready for university, but I certainly wasn't ready yet. But my parents kept at me. They repeatedly asked why I wanted to travel, and told me I'd have the rest of my life to travel and work. They kept saying, "Go to university. Everyone else in this family went to university, and they all have good careers. Why don't you go and be like the rest of us?" I kept telling them not to compare me to the rest of the family, and it was my life and they should let me live it the way I wanted to. But no matter what I said, they'd come back with the same argument, "What kind of job do you think you'll get? No employer will hire a student with only a high school degree." Every time the word "university" or "degree" came up, my parents would climb back on the bandwagon, and I was sick of hearing the same old story week after week. Finally, one day I was so fed up with it all, I just blew up and told them, "OK, you win; I'll go. But I'll only agree to go for one semester. And if I don't like it, I'll leave to travel or work." Then as the time to go drew nearer, I became more and more nervous. When I arrived at university I found my roommate didn't want to go either. Her parents had insisted and nagged until she agreed to go too. #4043

I work at a nursing home, and one elderly female patient is very demanding. She is wealthy and must have always gotten her way. She constantly rings her bell for trivial things and expects immediate attention. She is very insensitive to the needs of the other patients, and is jealous if another patient is given extra care. On one occasion, she kept ringing the bell for a nurse to come to her room. After a few minutes a nurse came to help her. She was quite upset that the nurse hadn't come right away. The nurse explained that another patient was very ill and needed immediate attention. The woman stated that she was paying the same amount as the others and wanted just as much attention. This woman is very selfish and expects the nurses to drop everything else for her. Most of the nurses do give her more attention. One reason is because she gets upset easily, and when she is upset she phones a relative and complains about the poor service. The nurses want to avoid this, so they usually go to her assistance right away. Another reason is she rings the bell incessantly until someone comes. This is very annoying to the nurses, so the woman gets her way much of the time. Normally all she wants is for the nurse to close a curtain, turn up the television, or get her a glass of water, all things that she could have waited a few minutes for. #4044

32. Enlisting help from third parties

People attempt to get others to do what they want by enlisting the support of additional parties, who may be able to persuade others to change. Family members and colleagues at work frequently conspire together to get those who are unlikely to cooperate to do so.

You're his father. Teach him to shave before he has a shower, not afterwards. You don't do it that way. #4045

Dad always had to be in charge and would hit us if we disobeyed him. When he argued with Mom over something, he'd push her upstairs and tell her, "Stay up there until I tell you to move." Then he'd turn to us kids and say, "Now isn't your Daddy right?" Of course we all knew we had to agree with him. $^{\#4046}$

My sister had a marriage ceremony, but her husband didn't register their marriage because he didn't want her to lose her welfare benefits. Then he used both of their savings to buy a house, but registered it in his name, rather than jointly. This is crazy because if they break up she'll be left with nothing, and she'll have a lot of trouble getting him to support their child. When I realized what she is letting him get away with, I told her exactly what I thought. Then I called up my mom and my other sister to get them to talk some sense into her. #4047

When people know that their requests for credit or help are likely to be refused, they sometimes send their child to make the request. Not only is it harder for the person who is asked for credit or help to refuse a child, but the parents do not have to experience rejection and embarrassment themselves. In farm communities people are reticent to loan their tools and equipment to others, particularly when others are slow to return them or return them in poor condition. Although most people see through the strategy when approached by a child, most are unwilling to say no to a child. "I didn't want to lend anything to him, because he takes care of nothing. But he sent the young lad over and what could I do? You can't start saying stuff to a kid." A friend of mine works in a grocery store which accepts food vouchers from the local clergy, the Salvation Army, and Social Services. There are strict rules associated with food vouchers. For example, they can not be used to buy tobacco and what they buy must not exceed the value of the voucher. As a result a customer is placed

in an embarrassing position if he has no cash of his own and wants to buy a package of cigarettes or if his order is over the prescribed amount. In these circumstances customers will sometimes send in their child with a grocery list in the hope the store will not refuse the youngster. In addition, some people who are not permitted by the store to charge goods will sometimes send in their child in hope the store will not refuse credit to the child. This strategy usually works, at least for a couple of times. The managers of the store get very angry, but they find it hard to refuse children. "I don't know how people can send a kid in here like that. I'd rather beg on the streets. Some people have no pride." A lady I know told me that she is having a hard time financially, and finds it extremely difficult to ask local businesses for credit. She couldn't bring herself to ask the local service station if she could get gasoline on credit. Therefore she sent her teenage son in to do so, and the station manager agreed to charge the gasoline. However, the next time her son went in to get gasoline, the owner was not there and his employee gave her son a hard time. The employee told her son, "It's pretty bad to be charging gas." When the boy relayed this to his mother, she was indignant. "The idea of him saying that to a child, especially when the owner is quite willing to give us credit." In most cases the child is successful in getting what is requested. However, those who overuse this technique are soon refused. Moreover, parents who do this acquire a very negative reputation for exploiting their children in this manner. "I hope I never sink that low. Getting your kids to do the likes of that. That's about the lowest I can think of" #4048

One summer I worked at a drive-in theater, and found myself caught in the middle of a conflict between the canteen manager and the projection-ist. Although they were polite to each other, each constantly criticized the other behind their back, and both spent the summer trying to win me over to their position. One evening a delivery truck arrived late and parked in front of the projector, which interrupted the show. It was the fault of the driver, but the projectionist blamed the canteen manager for having a conversation with the driver which delayed the resumption of the show, and the canteen manager blamed the projectionist for swearing at the driver. Each went to great pains to tell me their side of the story. I really didn't give a shit about the whole thing, but both wanted me to take their side. Each tried to turn me against the other. The canteen manager told me the projectionist wasn't happy with the way I was doing my job. He also said the projectionist was trying to undermine his authority and he needed my support. The projectionist told me what he didn't like

about the canteen manager, such as his failure to clean the counters and grill and to order enough supplies. He also complained that the canteen manager was hiring his relatives to work in the canteen. He wanted me to say something to the canteen manager about it, but it wasn't my place and I never did. I had to try to walk a tightrope and not show favoritism, because each of them could have made life difficult for me if I took sides. I didn't look forward to going to work, because every night I had to listen to their whining and backstabbing. #4049

People in organizations frequently try to place those who agree with their models into positions of influence. They may support their appointment into positions above them with the hope that they will advocate agreeable policies. Those already in positions of influence may try to get people who support their models placed into other positions of influence within the organization.

33. Referring to a recognized authority

People also refer to a recognized authority in order to get others to adopt their models. This may be a person who is believed to have superior knowledge or experience, such as a teacher, doctor, pharmacist, priest, lawyer, police officer, parent, or older sibling.

People may also refer to a general reference book as an authority, such as a dictionary or encyclopedia, or to a specific reference, such as The Oxford English Dictionary or the Encyclopedia Britannica.

My daughter claimed that Timbuktu is in Asia, but I told her it isn't. She argued it is, and I went and got an atlas and showed her I'm right. $^{\#4050}$

I was talking to my friend Sally. During our conversation the word "Mongoloid" came up, and I told her it meant a person of eastern Asian ancestry. Sally disagreed and said I was wrong, and that it was a person with Down's syndrome. She argued with me and said she was positive she was right. She held on to her opinion until I got out my anthropology book and showed her. When I proved I was right, Sally conceded right away. #4051

People also use published authorities in regard to correct procedures, such as Henry Robert's Robert's Rules of Order, Amy Vanderbilt's New

Complete Book of Etiquette, or Charles Chapman's Piloting, Seamanship, and Small Boat Handling.

34. Acting upset

People show others they disapprove of their behavior by acting upset with them. They may withdraw, fail to communicate, refuse to look at the other person, overreact, cry, or throw a temper tantrum.

My friend can get really pissed off if you don't do things the way she wants you to. When she gets angry and doesn't talk, you feel a great deal of psychological pressure to do what she wants. The other day we were walking downtown and this older man came up and asked for money. I decided to give him some. I didn't have any coins, so I pulled out my wallet and gave him a small bill. But my friend got very upset because the man could have grabbed my wallet and run or pulled out a weapon and robbed us. She told me I must not pull out my wallet around street people. She'd already said this to me the day before when I gave a street person some money. But this time she was very upset with me, and I felt very bad for what I had done. She remained upset for over an hour. I think her technique for getting people to do what she wants is very effective. #4052

It's pretty bad when you do something wrong and Mom and Dad quit talking to you. It makes me feel very guilty. I think they'll never speak to me again. I feel I've been disowned, and life is over. I feel so relieved when they say something to me again. #4053

My great grandfather wouldn't speak to his oldest daughter for sixteen years, because she married someone from a different religious denomination. He didn't made peace with her until shortly before she died of cancer. #4054

I am an assistant manager at a local fast-food restaurant. One evening a man in his mid-thirties came into the restaurant with his wife and two children. He seemed to be in a bad mood because he snapped at one of his children when the child didn't know what to order. He approached Sandra at her cash register to place his order. He was quite pleasant at first when he spoke to Sandra and Olive, who was packaging orders. When he finished placing his order Sandra totaled the bill and told

him how much it would cost. The man took some money out of his pocket together with some coupons for French fries and handed them to her. Sandra told him, "I'm sorry, sir, but these coupons are no longer any good. They expired last week." The man got extremely mad and demanded, "I want to see the next best thing to a manager around here." Olive was standing by waiting to fill the man's order and she came to get me. Neither the owner nor the store manager was there, so I went to speak to him. The man told me, "She tells me I can't use these coupons because they're no good anymore." I looked at them and said, "I'm sorry, but we're not allowed to take these. They expired last week." I watched the expression on his face slowly turn from anger to rage. I asked, "Did you not know they had expired?" He snapped back, "No, of course I didn't know. I'm from out of town." He then slammed his money down on the counter and proclaimed, "That's the last time I'll ever eat here. Where's the owner? I want to speak to him." I was as polite as possible and told him the owner wasn't there. Then I asked Sandra if she had totaled his bill yet. She said she had and I told her to void it and accept the man's coupons because the man hadn't known they were void. By this time Sandra was extremely upset because the man was so rude. The man turned to Olive and asked, "Why can't you fellows be a little more polite to the customers?" It was at this point that Sandra started to cry. She ran from the front counter and went downstairs. Olive turned to the man and said, "Maybe if people like you were a little nicer, we would be too." At this point the man roared over to me, "Hey you, get over here and tell your cashiers to apologize." I went over to the man and he said, "Get that little short one (meaning Sandra) back here." I told the man that both girls were only trying to do their jobs, but it was difficult when people gave them a hard time. At that moment Olive returned with the man's order, apologized for the wait, and handed him the food. Instead of saying "Thank you" like most people usually do, he looked at Olive and said, "Are you sure it's all here? Because if it isn't I'll be back." Olive told him, "Yes, it's all there. And if you ever come back don't think I'm going to wait on you." She turned and walked away before he could reply. As the man left the counter a lady who had been standing behind him the whole time said, "Must you be so rude?" The man looked at her, said, "Shut up, bitch," and walked away. As soon as I could, I got another girl to take over Sandra's cash register, apologized to the lady, and took Olive with me downstairs where Sandra was. Sandra was still crying, so I tried to make her feel better by saying that customers like that were not worth getting upset over. The two girls responded differently. Olive wanted to go out and tell the man exactly what she thought of him. She

felt only anger and hatred for the man, and said, "I have met ignorant (rude) people like him before in this job and I'm at the point where the things these people say don't bother me." She felt the man had no compassion for others and only wanted to cause trouble. Sandra, on the other hand, felt hurt because of what the man had said to her. Sandra thought the man wouldn't have been so rude if she had shown him more patience. She blamed herself. In contrast, Olive blamed the man. Sandra said, "The only thing I don't like about this job is having to deal with people like him. I always get so upset that all I can do is cry." Sandra is the kind of person who always goes out of her way to please others in any way she can and tries to make a good impression on everyone. Olive, on the other hand, really doesn't care what others think of her and only helps others if they ask for it. #4055

35. Indicating one's disapproval

People also try to get others to change by showing disapproval of what they do or say. Often people express this disapproval directly to the other person.

As children it was expected that we would come home for meals. The very last thing you wanted anyone to say was that your children were straggling around the roads hungry. We were discouraged from eating at a friend's house if we happened to be playing there. This was really ingrained in some children. I remember some of my friends crying because they knew their parents would punish them if they found out they had had supper at our house. Once I really embarrassed my mother by asking for food when we visited a neighbor. I wasn't hungry at all; I just wanted a slice of bread with brown sugar on it. I was about five years old, and I just up and asked the woman of the house for it. On the way home, Mom said, "What in God's name ever came over you to ask Iris for bread. Don't ever do that again." When she told the story to Dad, she stated, "I nearly fell through the floor with the straight shame." Needless to say, I never did anything like that again. #4056

I put a quarter into the vending machine and received six jelly beans in return. I felt gypped, because I should have gotten twice that many. I was so mad I wrote down the phone number of the vending machine company and called them up long distance to complain. #4057

Drivers often honk at other drivers who do something that upsets them. Other drivers may inconvenience them or nearly cause them to have an accident. For example, they may suddenly pull out in front of them, pass them on a hill, or go through a stop sign or traffic light at the wrong time. #4058

I told my son, "That's disgusting! Don't spit in the kitchen sink. That's where we prepare food and wash our dishes. Go in the bathroom and spit in the toilet." #4059

I told my daughter, "You should have vacuumed the rugs and cleaned the bathrooms yesterday, instead of going off to play tennis with a friend. They are your chores, and Mom told you to be sure to do them because she had someone coming to the house today. You didn't do them, and Mom had to do them herself." #4060

When we had spinach soup for dinner, my son announced, "All this spinach will make our poop green." I told him, "That is not a proper topic for the dinner table." #4061

My parents like my girlfriend a lot, but they weren't happy when we moved in together. They said I was dishonoring her, and just having fun at the expense of her reputation. Dad didn't think I would marry her and said, "Why buy the cow when you can have the milk for free?" #4062

My girlfriend and I are not satisfied with each other's hair. She doesn't like the way my hair sticks out on the sides. She wants me to get a haircut, and she uses her hair blower on it after I've finished my shower so it won't stick out. Afterwards she compliments it. She talked about getting me a hair blower for Christmas, but she didn't do so. Now when she mentions my hair I tell her I thought I was getting a hair blower for Christmas. As for her hair, I think she looks much better when her hair is big and bushy and brushed forward, because it sets her face off very attractively. I tell her this repeatedly and remind her that a friend told her the same thing. She likes short hair because it is less trouble, and she likes to brush her hair back, because she has the idea that she has a round face and shouldn't have any hair around her forehead. I point out she looks much older when she brushes her hair back, which is true. She argues it is her hair and she can do what she wants with it. When she tries to push my hair back down so it doesn't stick out. I pat her hair forward over her forehead. #4063

Someone insulted me the other day. It was about a paper I had written. The professor told the class that it was the most outstanding paper. Later I was coming out of the campus library and this student from the class stopped me and asked, "Is that your paper? Did you write that?" "Yes," I said. Then he stated, "Boy, when I read that I thought you copied it all out of books." "What do you mean?" I asked. He explained, "It doesn't look like you could write it. It just looks like you read two or three books, and you copied all of it out of them." "Well I wrote it, except what's footnoted," I told him. And he said sarcastically, "Well you must be an awful good writer." I was very insulted, and I was terrified the professor would think the same thing. It wasn't a very nice thing to say. #4064

There are eight families on our party line. One family has really obnoxious kids, who scream into the phone or put their radio up against the speaker. Mom went to their mother and told her, "We know it's your kids, because we can hear your pet birds in the background. You're just going to have to take the kids off the phone, because my family is calling long distance and they have to pay an awful lot of money per minute to call." The next day Mom was at the store and the woman was there with one of her girls. The girl asked her mom, "Is that the old bitch who was cranking about me on the phone?" And this little girl is only four years old. #4065

Occasionally a golfer will make an unusually long drive and come close to hitting a player up ahead. I find that men forty-five and older, as well as women, are very likely to get upset when this happens. One day I was playing with a fellow and his ball rolled up to the feet of a young woman ahead of us. When we arrived, she glared at my companion and exclaimed, "You could have put out my eye!" He apologized, but she was in no mood to accept. Older people react in a similar fashion. However, they usually do not wait for you to come up and apologize. Instead, they tend to keep your ball, or report you to the clubhouse. In contrast, I had a very different experience when the wind caught my ball and carried it a good ten yards ahead of a man about twenty-five years old. As I approached him, I expected to receive the worst. But I was pleasantly surprised when he complimented my shot. He accepted my apology with a smile and commented, "I've probably done it more than you have." #4066

I get around with a friend who is a native girl. One night we went to a club together. I saw a guy there that I knew, and when my friend went to the bathroom, he came over and asked me, "What are you doing here with that goddamn Indian from Rocky Point?" #4067

I work at a fitness facility in Charlottetown which has racquetball and tennis courts. Many members take their games quite seriously. If a match is not going well, it is not unusual to hear a person verbally abuse their partner. Husband and wife teams are the worst for doing this. "You stupid bitch!" is quite a common expression during a tournament. #4068

Last month I was in a Greyhound bus traveling across Florida. We were driving down a two-lane highway. Up ahead I could see a small dog, obviously a pet, standing in the road just to the other side of the center line. The dog was in a play posture, facing back across our side of the road toward people outside a house. There was plenty of time to stop, but the bus driver did not even slow down. As we passed the spot where the dog had been standing, I could hear a small crunch. The man seated just ahead of me was talking on his cell phone at the time and said, "The bus driver has just run over a dog." I suspect the dog panicked when it saw the bus and tried to get back across the road. I don't know if you have ever had a pet killed by a vehicle, but I have. A pet is a family member and its loss is a tragedy. So I decided I should say something to the bus driver, who was a woman in her fifties. When the bus pulled in for a rest stop, I told the driver, "It's a good idea to slow down or stop when there's an animal on the road." She asked what I meant. "The dog you ran over. Others saw you hit him. Is it company policy to run over pets?" I asked her. She didn't acknowledge killing the dog, but said, "Have you ever tried stopping a bus? Are you a bus driver?" I asked, "What if it had been a child? You wouldn't have stopped?" She didn't reply and I walked away. #4069

People also indicate their disapproval without a face-to-face confrontation.

Someone had used their finger to write "WASH ME" on the rear of a dirty car. #4070

36. Criticizing and insulting

Criticism of others is a very common tactic used to establish consistency with one's models. This is particularly effective because the recipient frequently feels hurt by the criticism and wants to avoid being criticized in the future. (See the chapter on Avoiding Criticism in Volume One of this series).

People frequently try to change what a person is doing by telling the person directly what they do not like.

You didn't close the refrigerator door. #4071

You eat too much sugar every day. It's not good for you. #4072

Why'd you give me the smallest piece of meat? And what's wrong with the rice? You didn't fix it right. #4073

My roommate always turns her alarm clock up high. When it goes off in the morning I nearly have a heart attack. I told her I don't like this, but I guess she forgets. #4074

Our son just completed his driving course and got a driving license. When we ride with him we correct his mistakes, like driving too close to the curb and other cars. But he thinks he knows how to drive better than we do. So he keeps telling us we are driving too slow, and that we shouldn't wait in the middle of the intersection to turn left when the light changes to red. #4075

I correct my kids whenever I hear them use a local expression which isn't Standard English. They say things like "I done it," "I seen him yesterday," and "The guy bet (beat) him." #4076

Carol lives in the same town as her mother. When Carol's boyfriend moved in with her, her mother got quite upset. She told Carol, "How could you do this to me? I thought I brought you up better than this. What will people think?" People will think she didn't raise Carol right. #4077

A group of us were drinking in a local bar. James asked me how much I spent going out. "Oh about \$50 to \$70 a week," I replied. Harry jumped

in and said, "I spend twice as much money as you do, because I'm not half as cheap." "Ha, ha," said James, "you're the cheapest fucker I know, Harry." I pointed out to Harry that just the night before he had demanded a dollar in return for a few swallows I had from his quart of beer. Harry began to defend himself by saying he drives his friends everywhere. James told him, "That has nothing to do with it. If you don't want your beer, give it away. You don't sell it to your friend for a dollar." Harry had a distant look in his eye and didn't say anything for awhile. I think he was trying to forget about this undesirable trait that he has. #4078

When I got married I decided for my going-away outfit to wear a pair of dress pants and a blouse, instead of a dress. This upset many people at the wedding reception. I heard "How inappropriate" and "How disgraceful," and I was told, "You should be wearing a dress. Those pants look terrible." The comments didn't bother me, but they did bother my parents. #4079

My wife and I live in a trailer park and are the youngest people there. My wife works while I attend university. Our neighbors are all middle-aged and some have kids as old as we are. We do not own a car and sometimes we get a drive with one of our neighbors. I am grateful for their help, but I do have to put up with their criticisms, such as "If you had a job, you'd be able to buy your own car. All that schooling ain't going to get you anywhere anyway. Why don't you get a man's job and support your wife, instead of her supporting the likes of you?" #4080

My wife and I run an antique store together. We go out to homes to look at what people want to sell, and people bring items to the store. When my wife buys things by herself, I usually look through what she's bought. It bothers me when she gets something I know we'll have a hard time selling. I point this out to her and explain why no one is going to want it. Of course she does the same thing when I buy things on my own, because it annoys her when I buy stuff she thinks we can't sell. #4081

Lots of the panel discussions that you see on television are just verbal brawls, with everyone trying to state what they think and argue the others down. Panelists commonly interrupt each other and make negative remarks about each other and their positions. #4082

People criticize others in various ways. They may characterize them in negative terms, apply uncomplimentary labels to them, call them names, insult them, or compare them unfavorably to others. People use a variety of negative terms and undesirable labels which are likely to contradict the images, or models, people hold of themselves.

You keep wearing wrinkled pants, Elizabeth. It looks sloppy. You should press them. $^{\#4083}$

My father constantly refers to me as "the whore," which makes me feel bad about myself. $^{\#4084}$

A girl asked me if my boyfriend would be living in my room during his visit. When I said no, she stated, "That's so wimpy of you. I'm sorry, but that's so wimpy." $^{#4085}$

I walked through the park and saw a teenager throwing rocks at a crow who regularly forages there. I asked the boy, "Is your specialty hurting animals?" The boy mumbled a reply. #4086

Sometimes my teenage son lifts our family cat under his arms and makes him walk around on his rear feet like a person. I tell him he's just being a bully, because it's clear the cat doesn't like it. #4087

My friends decided to skip school and I went with them. When we got downtown I decided I wasn't going to go ahead with it. I told them we were going to get in trouble with the school and our parents. One girl told me, "Don't be a little baby," but I said, "I'm going back. Does anyone want to come with me?" And you know, even though the others called us names, four out of seven decided to return with me. #4088

When Alan played with dolls, his father said, "Don't be a sissy. No one likes a sissy." When Mark wanted to take figure skating, his father said, "Girls figure skate; boys play hockey. Only fruits figure skate." And when Karen wanted to play with toy trucks, her mother said, "Don't be a tomboy. No one marries a tomboy." #4089

Dad can be quite critical of our boyfriends. He'll ask, "What's his name?" and say, "Would that be a MacDonald from Riverside? Well, if it's Tom MacDonald's son, he's probably no good. His father was a

drunk and never did an honest day's work in his life. They're just not our kind of people. Catholic too." #4090

One night I went to the movies with a few friends. We were standing in the lobby when a man and his children walked by. They had brought their own popcorn and candy, probably because they didn't want to pay for the very expensive items at the food counter. One of the males I was with noticed them and said in a loud and sarcastic voice, "Look at them. They brought their own popcorn. How cheap. If they can't afford to buy stuff here, they shouldn't go to a movie." #4091

People insult others to express what they feel or think, or to get them to do what they want.

In my village of about 300 people, several of the boys aged ten to twelve spend most of the evening hanging out at the corner, often smoking and drinking. They call other boys "sissies" and other names if they don't smoke or drink. They also seem to feel they are men if they swear. $^{\#4092}$

Every morning my roommates and I want to use the bathroom at the same time. We pound on the door and demand that whoever is inside comes out. Even if she has just entered, we claim she's been in too long. We tell each other, "You're so ugly. Why spend so much time fussing about yourself when no one will notice?" #4093

Once to get a girl off my back, I had to tell her I didn't like her because she looked like a dog. I know it wasn't very nice. But she was persistent and I was getting pissed off. $^{\#4094}$

Insults are common when you play sports. "On the line I always insult the player I'm lined up with. I do it to make him mad. If he gets mad, he loses his concentration and there's a greater chance he'll screw up and I'll get by." "In every basketball game there's a guy on the other side who's always in your face talking trash and trying to break your concentration. It's part of the game." #4095

I watched the fans at a local hockey game. The fans for the away team were mostly girls. Twelve males, from eight to fourteen years old, sat down in the middle of the girls. These males were fans of the local team and they tried to bug the girls. The males started yelling things they must

have heard from older fans, such as "Hey twenty-two, your mother sure is ugly," "Hey fourteen, you're nothing but a big pussy," "Ref, open your fucking eyes," and "Come on Tom, beat the shit out of those fags." The girls were not impressed and started making remarks, such as "Shouldn't you boys be home in bed?" "Did your mother have any kids that lived?" "If you're such big boys, come and show us," and "When you learn what the words mean, then you can yell them out. But until then, grow up and shut up." The majority of the boys became quiet. You could tell they weren't expecting these remarks, because they didn't know how to respond. The leader of the males was the only one who continued yelling things. After a while the boys appeared defeated and left. #4096

I was at a soccer game when I was much younger. Two players from the visiting team were sent off the field by the referee for "ungentlemanly conduct." The crowd started to pick on these two by calling them names and referring to their Italian origin. The two players began to abuse the audience in return, but for the most part the audience couldn't hear them. The two consulted each other and seemed to come to an agreement. Suddenly both pulled down their shorts with their shiny asses turned to the audience. I remember feeling pretty offended and calling them down for that. Today, I am much older, and I either just ignore "a moon" or I "moon" back at the person. I think every athlete has been mooned at least once. One could say that dropping your pants and playing sports go hand in hand. #4097

37. Teasing and ridiculing

People also use teasing, sarcasm, and ridicule as a means of expressing disapproval or criticizing a person.

That's been in the fridge so long, it's time we held a birthday party for it. #4098

When my wife stated, "This dessert has the texture of snot," I asked her, "Have you ever wondered why the Queen doesn't invite you to dinner at Buckingham Palace?" #4099

We play recreational hockey over the lunch hour, and we have problems with our goalie. If he does poorly he often leaves in the middle of the game. We tease him and tell him we have to give him an easy save at the beginning of the game so he won't get discouraged and quit. In fact, I'm

taking him a candy sucker today, to tease him about being such "a suck," or baby. One time he gave me a sponge and some tape to fasten it to my stick so I'll be less noisy when I come down the ice. #4100

I used to drink a lot, especially during my first year at university. In the second semester of that year my boyfriend called me a drunk. He was only teasing, but it really upset me. So I quit drinking. I did it for myself, but also because people didn't think I could go out and have a good time without drinking. #4101

A friend and her girlfriend don't like my winter coat, probably because it is thigh length and everyone else's winter coat is waist length. My friend tells me all the cracks her girlfriend makes about the coat. The latest one is that she hopes someone will buy me a new coat for Christmas. I replied, "Tell her if she's good, I'll loan her this coat." Recently we were in a group of people, and as I got ready to leave my friend said, "Love your coat." I announced, "I can't thank you enough for helping me choose it." #4102

Four of us share an apartment. One roommate smacks his food loudly when he eats, and this drives the rest of us around the bend. Sometimes we avoid him by eating at a different time or in a different room. Sometimes we sit across from him and mimic him, but he rarely catches on. #4103

Sometimes my little brother bugs and hounds me so much that I feel like screaming. When he won't stop, I usually end up calling him childish names, like wiener, sissy, brat, and chicken nose, to get him off my back. He'll go off crying for half an hour or so. I may seem childish to do this, but only by hitting him in a sensitive area am I saved from insanity. I guess kids are sensitive up to a certain age and I think I take advantage of this. I don't mean to hurt someone, because I usually end up feeling really bad afterwards. #4104

My father got angry when he learned my sister was telling family secrets outside the house. She told a friend how much money the family makes, the friend told others, and it became public knowledge. My father very calmly told her he was displeased with what she did. Soon the rest of us were calling her an old gossip, the daily news, and other things. This teasing worked and to this day she doesn't reveal confidential family matters. #4105

In my circle of male friends, if one of us says something that bothers another or starts an argument, we often try to knock him down a notch or two by ridiculing him or bringing up something embarrassing from his past. Everyone has one or more Achilles heels. If a person becomes too abusive, he is attacked on something he feels vulnerable about and is put in his place. Frequently a guy's background is ridiculed. If his father is a farmer or fisherman, he's likely to be told, "You're just a hick from the sticks," "Go back to the farm and hoe the cabbage," "One of your cows is missing. Why don't you leave?" "Go suck on a codfish," and "Go shower. You smell like a dead mackerel." He may also be ridiculed about his inability to hold his liquor, or about the women he's been associated with. Once I was abused for fifteen minutes over the fact my first girlfriend was not good looking. I protested that I went out with her seven years ago, and could no longer be held responsible. Nevertheless, this held me in check. When a person is ridiculed he usually feels bad and becomes guiet. Ridicule works so well because it makes you fear you have lost respect in the eyes of the people who matter to you. #4106

38. Comparing a person to others

People frequently draw comparisons between the person they want to influence and other people. They may tell a person he should act more like another person with favorable traits.

My parents always expected me to be like my older brother. He had straight 90's in high school, but I just couldn't keep up with him. Man, it was always "Why can't you make marks like Donald?" and "Donald always did well on that." It really got to me. I tried hard, but I couldn't meet their standard. #4107

Or people may tell a person that he is acting like someone with unfavorable traits in order to get him to stop.

My father had a great wealth of stories, and would draw on them when he wanted to make a point. One was about Paddy Darby, who held a dance at his home. Paddy invited the whole community, but when everyone was there, he chased them all home. I remember there was a family in our neighborhood that my mother felt visited us far too often. She thought they were inconsiderate and was quite fed up with them. Mom wanted to do something to correct the matter. However, Dad thought this was not

worth getting bothered over and that she should leave well enough alone, probably because he didn't have to wait on them or clean up after they left. Dad told her, "You can't be like Paddy Darby, going around chasing people. Afterwards, no one will ever come around the place." #4108

My mother used to tell a story about a family with a very strange young man named Henry, who Mom described as "a big lug." One day when that family sat down to supper Henry ate all the dessert, which was jello, while everyone else was eating the main course. As a result whenever someone in our home ate more than their share, it was referred to as "Henrying," or being "like Henry with the jello." #4109

One person who was always accused of acting big in our church was Joel Davidson. Joel was always at the center of any church activity, whether it was collecting the offering or getting a gift for the priest. Of course, he always sat at the front of the church. Therefore, whenever one of our family members took on a task in which he was in the public eye, someone in the family was sure to say, "Be careful you don't Joel Davidson too much," or "Sure, you would have to be there like Joel Davidson "#4110"

Shelly's mother was upset that Shelly stayed out late "running the roads." Her mother told her, "You don't want to end up like Patricia." Patricia is the town slut. She has had two illegitimate children, and is notorious for chasing men. #4111

People may also tell a person that he or she is not acting the way others the same age and sex would act.

During the ballet class, one of the eighth graders said to her friend, "C'mon. Hit me," and the two began to play "I hit you last." The ballet teacher told them, "Stop that! Or we'll have to get a playpen." They stopped. #4112

39. Criticizing third parties

A major portion of people's conversation consists of criticizing others. Criticism is a means of attacking others, and it can be used to damage those that one competes with for resources. Criticizing others is also a way in which one can get attention.

Many criticisms of others are stated in their absence, or "behind their back." People have various reasons for doing so, including expressing their annoyance at another person and their way of doing things (because the other person's models differ from their own). Other reasons are competition for positive reactions, running the person down in order to make oneself look better, and envy at the other person's success. At the same time people usually want to maintain good relations with those they criticize. If these comments were made in the person's presence the speaker would likely destroy cordial relations with the person and make an enemy.

When my mother sees a sale on toothpaste, she'll buy twenty tubes all at once. She's not even being smart, because not only is it a kind we don't use, but it will likely take us three years to use it all. #4113

Claude is such a jerk! He sits next to me in English class. I've liked him for three whole months now, and he just turns around and asks Erika what's-her-face to the dance! I hate him! #4114

I was sitting in the library lounge drinking coffee with Alice, who is twenty-three years old. We were chatting when Alice spotted someone she knew. The girl, Deborah, was wearing a pair of blue balloon pants. As Deborah approached us Alice uttered an "Oh Christ!" accompanied by a smirk and a quick sideways glance at me. Deborah did not see this. Alice said, "Hi chick, how are ya?" Deborah responded, "Just fine, Alice, what have you been up to?" "Nothing much," said Alice. "I love your pants, Deborah, where did you get them?" The two chatted for several minutes about some girl they both knew, who was getting married. They agreed the girl is nothing but a sleaze and must be pregnant. Then Deborah had to rush off to class. As soon as she was out of hearing, Alice started, "Oh my God. Did you see those pants she had on? I wouldn't be caught dead wearing anything like that. And the shirt she was wearing? Gross!" I commented, "I thought you liked her pants. You told her you did." Alice replied, "Are you nuts? I had to say something. She saw me looking at them. I wasn't about to tell her they look gross, especially on her." Alice laughed. #4115

I was sitting with several people I know. Jeannie, a young woman, came over to our table, and started talking to Sue, who was sitting next to me.

Immediately after Jeannie left, Sue turned to me and said, "She could be pretty if she lost thirty pounds and brushed her teeth once in awhile. I practically get sick every time I have to talk to her. She's got white stuff around her teeth and gums. It's so gross! I just feel like telling her to go brush. Gawd! And she dresses gross too." #4116

I don't think that breastfeeding should be permitted in public places. There are laws against indecent exposure, you know. Men aren't allowed to expose themselves in the park, so women shouldn't be allowed to bare their breasts in the mall or someplace like that either. What you do in the privacy of your own home is one thing. But what you choose to do in front of others is something totally different. If mothers want to leave their home, then they should take a bottle with them. Babies have been using bottles for ages now. I can't see how it could hurt. At least it would save the rest of us from having to watch. #4117

I know three girls who live together. They always go out to the clubs together, and you never see one without seeing all three. When they are together they are the best of buddies. But when they are apart they spend their time bitching about the other two. They never seem to stop complaining, and say things like "Sarah is such a slob. I'm getting really sick and tired of cleaning up after her. I cleaned the apartment just before I left on Friday, and when I got back after the weekend it was a mess. The dirt was unreal. I just can't imagine living the way she does. And Tina's no better. That bitch is so lazy. Christ, one of these days I swear to God, I'll smash her." #4118

We have a friend, Joel, that we were in school together with. When he is sober Joel is a most likable guy. He has lots of funny jokes and stories to tell and is great at impersonations. Everybody enjoys being with him until he starts drinking. After about six beer he will argue with anyone about anything. He also picks fights. I wonder why he does this because he can't fight at all and usually gets his head beat in. One of his friends said, "Joel is a total asshole when he's drinking. He's one of the best guys around when he is sober, which isn't that often anymore. But when he drinks he thinks he is fucking Superman." Another friend said, "I quit hanging around with him long ago. You know, a person can only take so much. Joel can be a good guy, but he definitely has a problem with the bottle, man. He needs help!" #4119

I know two females, Amy and Karen, who share an apartment. Amy, Karen, and Karen's boyfriend, Mark, are almost always together and constantly joke and laugh with each other. But when I talk to Amy alone, all she can do is bitch about how messy and inconsiderate Karen is and how Mark is always around. She tells me, "I don't know how she can stand him. He gets on my nerves something awful. He's so goddamn childish, and he's always underfoot. They're so disgusting; you should see them. I can't even go into the living room when they're around! They start making out as soon as they've got an audience, I swear to God. It's sickening!" #4120

I was walking downtown with a female friend, Carole. We ran into another girl, Patricia, whom Carole grew up with. When Patricia approached us, Carole greeted her effusively, like she was seeing a longlost friend. "Pattie, how the hell are ya? I haven't seen you for ages. What have you been up to?" Carole proceeded to tell Patricia how nice she looked and so on. They chatted for several minutes and then we continued on our way. As soon as Patricia was a short distance away, Carole started up, "Did you see how greasy her hair was? Gross! That girl used to be a clean person, believe it or not. She went all to hell after she quit school. Did you see her shoes; the holes in them? I would never step into public with something like that on. Yuck!" I asked her why she talked to the girl in the first place. After all, it makes sense to me that if you don't like someone, you don't bother with them. She looked at me like I was crazy, and replied, "Well, I couldn't very well walk by her without speaking. That would be weird. Besides I heard she is living with some guy, and I wanted to find out if she really is." I asked if she had found out. "Of course," she said with a smug grin. #4121

Sometimes people intentionally criticize individuals who are absent in order to inform those who are listening what they consider undesirable

I can't believe your brother is so selfish and self-centered. He never does a thing for anyone else but himself, but he always expects others to do things for him. #4122

Mom was visiting a family on our road to collect for the United Fund charity. Edward, the man of the house, collects the offering at church

every Sunday and he started going on about how people don't support the church enough. Here was poor Father trying to get the congregation to answer during prayers and to sing, and no one would do it. Mom said, "Well, you know, a lot of people don't like to speak out in a crowd." Edward replied, "It's just disgusting. I was doing the collections the other Sunday and passed two men talking about the horse races." He was referring to my father, who sits in church every Sunday and talks to his friend about the horses. Mom was so mad when she got home. She was mad Edward mentioned it, and she was mad that Dad did it and was caught. She told Dad, "Don't you ever do that again." Dad said he didn't care about Edward any more if he was going to be so nosey as to listen in on other people's conversations. #4123

People also criticize others who are absent in order to discourage those they are talking to from associating with them.

Many of the local lawyers try to steal business from each other. I'm a lawyer and I've been stabbed in the back many times by lawyers I thought were my friends. One day I was having lunch with a business friend that I was forming a partnership with to sell office equipment. Suddenly a lawyer friend of mine, who works for another firm, came over and joined us. After I left, this lawyer started running me down. He said I wasn't considered a heavyweight by the other lawyers. Then he made some nasty insinuations about my wife and friends. He came on strong that he could do a much better job representing my friend than I could. He had heard that my friend was forming a new company, but he had no idea that my friend and I would be partners. He was trying to ensure that his firm got the new company's business and that I didn't. #4124

At the same time, people have to be circumspect about who they criticize and who they air their criticisms with. They normally would not want their criticisms communicated to those they want to maintain good relations with, such as a good friend, a neighbor, a colleague, a spouse, a landlord, or a boss. Therefore, they need to feel sure that their comments will not be carried to the people they are talking about.

In rural communities on the Island people frequently talk about people who do things that they don't agree with. Thus they are likely to talk about a mother who does not take proper care of her children because she is too lazy, away from home working, or an alcoholic. They may talk about a father who is not a good provider and say that someone should tell him he should change his ways. Their concern remains at the discussion, or gossip, level. Rarely does anyone call Social Services, Alcoholics Anonymous, or a similar agency to report them. People are also concerned whether or not others go to church. It is one thing if a married couple decides not to go, and their relatives may put pressure on them to do so. But it is another thing altogether if there are children involved. Both Catholics and Protestants are likely to become upset if a child is not taken to church in order to receive proper instruction in the faith. This is especially true in Catholic communities, where individuals are concerned if a child has not received some or all of the sacraments, including baptism, First Communion, and Confirmation. Someone is likely to state, "Well I just don't know what to say about it. That child is eight years old and hasn't received First Communion yet. You know, that's a disgrace altogether. Something will have to be done." Normally this concern goes no further than talking about it. But occasionally people may set out to help, and feel absolutely certain that what they are doing is right. "That's such a sweet little girl. But God love her, she's never seen the inside of a church since I don't remember when. She's not going to know a thing about God or religion or anything. We went over and offered to take her to church with us, you know. But we were pretty much told to mind our own business. Oh well, it will be the parents that will have to answer for it, not her, that's for sure. Yes, it will be on their heads alright." Inevitably gossip gets back to the people being talked about, and this can create a great deal of ill feeling in the community. However, it is impossible to convince community members who become concerned that they are likely to do more harm than good. #4125

When people criticize others to their face or behind their back, those who overhear become aware that they are likely to be criticized too if they engage in the same behavior. This encourages those who overhear not to engage in this behavior in the future.

When there are Student Union elections or a selection of Winter Carnival Royalty, the candidates often talk about each other behind their

backs. Sometimes they get their close friends to do the talking for them. Candidates focus on their relative strengths and the relative weaknesses of their competitors. In one case a contestant mentioned as often as possible the fact her female opponent was seeing two different males at the same time. She stated, "I don't think a girl who is sleeping with two guys on the side is worthy of representing the university." Another frequently attacked an opponent's grades. "How can someone who has failed three courses expect to run the Student Union?" In the latter case the opponent had been very ill for a lengthy period. #4126

Did you see the "flood pants" (short pants) Bonnie had on? Her mother probably bought them and made her wear them. I wouldn't be caught dead in the barn with a pair on. #4127

For Christmas my boyfriend got me a math book I needed for next semester. I mean, sure it's practical and it will save me from having to buy it myself. But it's just not what a girl wants from her boyfriend for Christmas #4128

He always smells, and I try to avoid getting too close. Wouldn't you think he could at least take a bath? #4129

All I am trying to do is to help my father find transportation to and from the hospital. But why is he so abrupt and rude with me? Maybe he wants to look like he doesn't need any help. But he keeps making mistakes and forgetting what he is supposed to do. He needs someone to help him full-time, but he alienates everyone. #4130

My daughter comes to visit me (at the nursing home) about once a month, but sometimes she forgets. She stays for about fifteen minutes and then she makes an excuse to leave. Sometimes I feel that she can't wait for me to die, for I'm just a bother to her now. #4131

Jimmy is very smart and a student in the seventh grade. He told me, "If I try too hard in school, my marks might be too good. My friends wouldn't like that and would call me a bookworm. So I get passing grades. I just want to be one of the gang. We don't get around with those bookworms." #4132

On my second day at university, I heard one of the worst comments I've ever heard, and it came from my professor. I was sitting in class

and the professor said, "I hope you girls never marry a man who sits around drinking and smoking in his plaid shirt and rubber boots." He made very clear it was fishermen he was talking about. Of course the whole class started laughing at this. But I wanted to stand up and tell him off, because he had insulted my family. Sure, fishermen may not fish during the winter, but this doesn't mean that they don't work. They have many things to do to get ready for the next fishing season. They must build and repair traps; fix, clean, and paint their boat; and get their nets and other supplies ready. One question I would like answered is "Don't professors sit around all summer doing nothing?" Not only that, but I can almost guarantee that professors make more money than fishermen. #4133

People know that other people frequently criticize others, because they hear them do so. Moreover, people frequently participate in discussions themselves in which they join in and criticize others who are not present. Therefore people know that if they do something that is not approved of, they will be discussed and criticized at length.

People go to considerable effort to make sure they will not be criticized for the things they hear others criticized for. Therefore most people dress properly, clean their house, fulfill expectations at work, treat others with respect, keep their children under control, act friendly, go to church, give to charities, keep their yard tidy, and do hundreds of other things to avoid being criticized. They make special efforts when they know other people will be present who will see what they do and communicate this to others.

When you hire people to work for you on your farm, you are expected to give them meals. The hired help usually take their meals with the farmer and his family. Cooking meals for a work crew is a full-time job for the farmer's wife or whoever is in charge. If you told your workers to bring their own lunches with them, you would be viewed as very uppity. People would be likely to say, "I guess they think they are a cut above the rest of us. We're not good enough to eat with them." The meals themselves must be top quality, because everyone will tell what they had for food when they get back home. The farmer and his wife are likely to say, "We don't want anyone going home and telling that they got something bad here. It would be all over the country by morning." As a result, people go to considerable extra work and expense just to ensure the meals are good, even if it means the farmer and his family have to go short the next day. When you hire people, meals are seldom discussed. It

is just assumed they are included. You would be viewed as very mean if you kept someone working all day, and when mealtime came you went off to the house by yourself. Often the hired person will pretend he was planning to go to his own home to eat. But this is usually just a bluff. He is just waiting for the farmer to say, "Don't be so crazy. Of course you'll come in to eat." And of course you will. #4134

It is interesting to observe how differently people may act when they are unlikely to lose resources and be damaged by criticisms from others.

When a team of guys go away on a trip to play sports, they reveal a different side of themselves. When I was sixteen and starting to drink, I discovered that when you are in another province, you feel much more comfortable drinking in public, because you don't expect to be caught by your parents. Often you stay with another family, which is called "a billet." After you meet the family, the first chance you get to be alone, you find out if their son drinks too, which he normally does. Then you tell his parents you will be home later and head for McDonald's Restaurant, because that's where all the kids hang out. Once in the restaurant we look for someone who will go to the liquor store for us. Then after we drink our six to eight beer, we start doing all the things we wouldn't do at home. We figure since we are in another province there is little chance we'll ever see them again and we are free to do whatever we want. We just become a bunch of little troublemakers and knock over garbage cans, start fights over little things, and try to pick up girls. Now that I am older, I still go on trips to play sports with my teammates in other provinces. We may be older, but we are not better behaved. Now we stay in hotels, instead of with families. First we get drunk. We no longer bother with garbage cans, and are more likely to break windows and doors. On a recent trip we made so much noise in the pool the hotel management told us we were driving people away and could not stay there another night. #4135

My girlfriends and I behave very differently when we go somewhere off the Island. At home we all act basically quiet, mature, and reserved. However, when we get away from home and go to a city elsewhere in the Maritimes, such as Moncton or Halifax, or go to Florida, we get bolder, carefree, irresponsible, and sometimes downright rude.

Around home we are concerned about our reputations. Living in Charlottetown can be a disadvantage, because everyone seems to know each other, and it is extremely easy to get your personal life talked about.

There are a limited number of clubs in Charlottetown, and word travels fast. At clubs we watch the amount we drink, and what we say to guys when we don't want to dance with them. We consider a guy's feelings and say something like "No, not now. But maybe later," or "No, I don't feel like dancing. Thanks for asking anyway." We refuse to ask guys to dance ourselves because we don't want to be turned down and we don't want to appear bold. We act reserved and mature, because if we don't, our reputations and social positions will be ruined. We do not want to be labeled sluts, bitches, big shots, or bar rats.

Our personalities seem to change as soon as we get away from Prince Edward Island. We all loosen up and act spontaneously. When vacationing we hit the clubs practically every night. We either get dressed to kill or go granola. On arriving at a club we make a grand entrance. We have a few drinks and check out the opposite sex. Sometimes we sit back and rank the males on a scale from one to ten, then bet on who can catch the top-ranked man. We often make a move and ask a guy to dance. Sometimes we are lucky and meet a nice guy; other times we get shot down and laugh it off. When one of our girlfriends is rejected, we make fun of her. We tend to compete among ourselves for the biggest laugh, and everyone does their damnedest to outdo the last remark. Sometimes we sing and carry on. We think nothing of dancing on tables or with the other girls, or even hanging around the bar alone while our girlfriends are dancing. We tend to start conversations with anyone there. Sometimes we act worldly and try to impress. Carla, for example, always exaggerates about herself when she's away from home. Every trip she invents a different background, such as "I tutor French immersion students in my spare time," or "I'm into computer programming. I graduate this year and have a job waiting at home with IBM." Sometimes she even uses different names. When a stranger asks us to dance or go home with him, we can be either very friendly or extremely rude. We are not beyond saying, "You want me to go home with you? Buzz off, jerk!" or "Get lost, asshole!" We tend not to care what we say around the men because we'll never see them again. Although we can abuse the hell out of someone, particularly when he isn't friendly, we also dish out a lot of invitations. Several times we have invited the entire bar back to our motel room.

As part of our carefree attitude, we show little respect for other people's property, particularly our motel rooms. The difference in the room between the time we arrive and the time we finally leave is impossible to imagine. What a mess! Snack food and beer bottles everywhere, beer spills on the floor and bedspread, and last night's pizza

upside down on the carpet. We don't demolish the room, but there certainly is a lot of work cut out for the maid. It's hard to believe we can be such pigs. Although we think of ourselves as honest, straight-laced Christians, we think nothing of stealing motel property. We make a habit of taking motel towels, glasses, ashtrays, and even an occasional blanket or pillow. It doesn't seem like stealing, because everyone does it. If we break something, someone will say, "C'est la vie!" and that's it. We would never do anything like this at home.

We love to eat out when we are away from home. We try to avoid the fast-food establishments and dine at a place where we can relax and be waited on. Marilyn enjoys bitching about any little thing when we go out and is at her best in restaurants. She is sometimes hilarious, but often she is just embarrassing. She complains loudly about bad service and poor food, even when there is nothing wrong with them, and can cause a big scene. She does this just to try to get a free meal. She can also be quite rude to waiters and waitresses and tries to give off a superior air. She would never pull these tricks on Prince Edward Island.

When we are away from home, the pressure is off. We don't have to worry about anyone spreading gossip about our behavior. No one knows us or cares what we do and we can relax and have a great time. I think this dramatic change in behavior is common in people of all ages. One has to be constantly on guard among the people at home, but doesn't have to show any respect for the people who live elsewhere. #4136

40. Pointing out that a person is being inconsistent

In order to get a person to change their behavior, people sometimes point out that a person is being inconsistent. They may indicate that a person is not doing what he wants to do, what he believes in, or what he said he would. They may argue that a person is acting unfairly, showing favoritism, or being hypocritical.

She gets five dollars for allowance. Why not me? #4137

Why can't I go on a biking and camping trip? You let Jim (my brother) go last summer. It's so unfair. It's just because I'm a girl. #4138

If my parents say no when I ask for something, I tell them, "If Karen asked for this, she'd get it." This makes them feel guilty, because they are more generous with my sister than with me. #4139

You tell everyone else in the family they should finish their prescription and take all their pills. Now you want to stop taking the ones the doctor gave you, and you're only halfway through. #4140

You complained when I was working on my business reports and left my papers spread out on the dining table for a couple of weeks. Now you've done the same thing with your income tax receipts. #4141

I worked as a counselor at a summer camp. There were two other female counselors and one male counselor, named Reggie. One day we painted a cabin to prepare it for campers. When we finished Reggie rinsed out his brushes and then stuck them back into the paint tray, which was filled with paint. He didn't realize what he'd done until I pointed it out. #4142

I put some paperback books out for sale at my yard sale and priced them at a dollar each. One man wanted to buy one, but he asked why I'd priced it at one dollar when the original price printed on the book was sixty cents. I told him that lots of things have gone up in price over the years. If he bought the book new today he'd pay ten dollars. I said it was like houses. He wouldn't want to sell a used house today for the price it had sold for thirty years ago when it was first built, because prices today are much higher. The man replied, "The two cases have nothing to do with each other." #4143

I traveled with a group of students on a high school trip to Montreal. Before the trip, it was made clear that the usual rules of "no drinking" and "no drugs" would be applied. All agreed that anyone who broke these rules would be put on the first flight home and would have to pay for the flight. Everything went well for the first few days. Then three of the younger students spent an evening in someone's car "smoking up." When the rest of us discovered this, we were furious. We felt we'd been betrayed. A meeting of the entire group was called and the offenders were asked to confess, but they flatly denied doing anything. They said everyone disliked them and we were just trying to get them in trouble. One of their acquaintances was pressured to tell what she knew. She didn't want to say anything, but the older students and her friends convinced her to talk. They told her it was her duty because she was a member of the group and she owed it to the other members. After she told us, the room was silent and all eyes rested on the three students. Finally one by one the three confessed. All that remained was their punishment. The rest of us felt they should be sent home, but the adult leader

of the trip disagreed. It looked like he was going to ignore the rules and forget all about the incident. This produced a heated reaction from the rest of us. We told him these rules were made before we left home and everyone knew what would happen if they broke them. But he argued we couldn't send one of our chaperones back with them, and in any case they would only arrive home one day ahead of the rest of us. We weren't satisfied with this, because we wanted to see them punished. We continued to argue with the leader, who finally decided he would make them move from private homes into the hotel with the chaperones, make them pay for their rooms and meals, and let them participate in official activities, but not in any social events. We didn't consider this fair, but it was clear this was the best we were going to get. Because of our pressure, the leader gave them tougher punishments than he would have otherwise. The three who broke the rules were extremely angry with the rest of us and very upset with their punishments, which they considered unfair #4144

41. Reporting people to authorities

People sometimes report others to authorities when others refuse to cooperate or are doing something people consider unacceptable. Those in an authority position may exert pressure on them to change. People in authority positions include administrators, supervisors, bosses, government representatives, police, priests, teachers, parents, landlords, and coaches.

I babysit a five-year-old girl. One day she came to me sobbing, "The kids gave me the smallest ice cream cone. They said it was because I was the smallest kid. And it was broken too." #4145

My sister has a daughter and they spoil her, because they buy her everything. Also, she's kind of chirpy. She's seven years old, and after she got her ears pierced, she said to Mom, "I'm going to town, and I'm going to get four different pairs of earrings with four different color stones." And Mom asked, "What do you want four different colors for?" "To put in my ears, stupid," she told Mom. Well they thought that was pretty bold. Oh they talked about it and Mom phoned and told me. When I went home they were still discussing it. Mom told my sister that her daughter said this. Mom is always telling her, "You have the boldest kids. They're just so bold." If a kid is bad in any way, they'll say the kid is bold. I don't think my sister likes to hear Mom say this. #4146

We had the same teacher in our local one room schoolhouse for six years. I didn't like her. She was a rotter. She used to hit kids with a strap, and I was just terrified. The only time she hit me was when I was in the first or second grade, but she didn't use the strap then. What happened was she gave us something to read. I finished before anyone else and was just sitting there. She came over, hit me on the upper arm with her hand, and said, "You read from here to here." She realized I'd already read it, and I read it again. Oh I was mad. When recess came I went to the bathroom and pretended she had hit me very hard. The other girls didn't like her either and always criticized her when she hit someone. I knew they'd be on my side because I was one of the youngest kids in school. I told them I was going to tell Mom when I got home. And they kept saying, "Yeah, I'd tell your mother, I'd tell your mother." When I went home I was so mad I was crying. They asked what was wrong and I told them she had hit me. Dad asked, "What did you do?" and I said I didn't do anything. "You must have done something." "No, no," I told him, and we talked about it. Mom railed at the teacher and was going to say something to her, but I guess she didn't. Later when my sister talked to the teacher about something else, the teacher said I had been constantly turning around in my seat. But I don't think I had. I was just so mad; that old bag. #4147

In the dorm, we sleep two to a room, and we share a bathroom with two girls next door. One evening the girls next door had a party for their friends. They got really drunk, and threw up all over the bathroom and broke the toilet. The next day the two girls went home for the weekend without cleaning up the bathroom. My roommate and I had no intention of cleaning up after them, so we used other people's bathrooms while they were gone. We figured the two girls thought we'd get so sick of their mess that we'd clean up the bathroom for them. When the two got back on Sunday I went to have a little chat with them. I told them if they wanted to have a party, that was their business. But the least they could do was clean up their mess, because we weren't going to. The girls replied, "Oh, we don't expect you to. We'll go do it right now." After that they've been extra nice to my roommate and me, but we think it's so we won't report them to the house management. They don't know I've already reported them. If it happens again, I won't be so nice: I'll have them fined. #4148

A flea market is held in a local building every Sunday. About two thirds of the tables at the flea market are rented by regular dealers who sell

at the flea market every week. In addition, there are tables rented by families for one Sunday only, who are doing some house cleaning. The management of the flea market allows those who are selling goods to enter the building and set up their tables two hours before the market is officially open to the public. The regular dealers wait at the building doors to get in as soon as possible. They rush to set up their tables, and then go buy goods from the families that are not regular dealers. There is considerable competition between the regular dealers and they hover around the families that bring in their goods. Some of the regular dealers are quite aggressive and go through the boxes brought in by the families before the families have time to unpack them. They want to get the choice items at the best prices before the other regular dealers do so. and they plan to sell these items on their own tables when the market is open to the public. The public, who just want to buy items and do not rent tables or sell goods, know that "the early bird catches the worm" and do not want to miss out. Therefore, when they are able, some members of the public go early and enter the building before the official opening time in order to buy items. Some go as early as the regular dealers do. The regular dealers resent this competition from the public. They see it as their right to buy goods from the other sellers before the market opens. Therefore they have complained to the management of the flea market to try to keep the public out before the official opening time. As a result management has informed the public that they will not be allowed inside the selling area early, before the official opening time. The management now polices the area and tells members of the public who enter the building early that they will have to leave and return later when the building is officially open to the public. #4149

I work at a fish processing plant for the summer. Workers at the plant don't care about the condition the fish are in, as long as they are paid to process them. It makes me sick. I told the supervisor that some of the fish we handled today were rotten. All the other workers were mad at me for doing so. They don't care that someone is going to eat that garbage. #4150

At work our shifts lasted from four to twelve hours, and we would only get one half hour break. All of us complained among ourselves about this and we brought the issue up a few times with our employer. But nothing was done. Then Pearl, a fellow employee, got tired of this and called the Island labor board. She believes "complaining is the only way you'll get what you want in the world." As a result we now get

a fifteen minute break every four hours, plus an hour for lunch and an hour for supper. #4151

Mom has been working for the government for about twenty years. Recently a job opened up in her department and the current members of the staff were interviewed for the position. The vacant position pays more than Mom was earning. After Mom was interviewed she was quite confident that she would get the job. However, a couple of days later Mom learned that the job was given to another employee that Mom had trained who had only been on the staff for a couple of months. Mom was very upset and went to see her boss, who had done the interviewing. Her boss told her that she believed she had made the right choice and that the woman selected was better suited for the job. Mom did not agree and decided she would not sit back and take this. She contacted her union and explained the situation. She also wrote letters to her boss and to her boss's boss. Later she received a letter from her union president saying that she had good reason to appeal this selection and that the union was behind her one hundred percent. Many others at work believed Mom deserved the job. After weeks of meetings, letters, and heated debates, Mom was given the job. Mom says she could not accept the original selection and was willing to work hard for what she wanted. She explained, "This was very important to me, and I was not going to back down. It was absolutely something worth fighting for." #4152

One Halloween night my friend, Paul, was searched for eggs by a renta-cop, but he didn't have any. Apparently someone had been throwing eggs. After Paul was searched, this cop told him he was under arrest. Paul asked why and the cop said, "Never mind. Just get in the car." My friend objected, "No, not until you tell me what I'm charged with." The cop started hitting him. When Paul was taken to the police station he was bleeding from the blows. An RCMP (Royal Canadian Mounted Police) officer told Paul he was crazy if he didn't press charges. Paul did take the cop to court. The court was given a doctor's report about Paul's broken ribs and pictures of Paul's blood on the police station walls. Many witnesses had observed the whole episode, and they all testified that Paul didn't even swing once, but the cop lost his temper and hit Paul repeatedly. The cop was docked one month's pay, and that's all. #4153

My husband and I are separated. He's supposed to get a pension settlement from his previous job, and I don't know whether he's gotten it

yet. But I had the sheriff confiscate his car this Wednesday to force him to pay me half of his pension settlement. He had to pay over \$4000 to get his car back. Now his child support payment is due today (Saturday). So I'm going to wait until this coming Wednesday before I have the sheriff confiscate his car again. If he changes the registration on his car it can't be confiscated. But if he does this, I'll charge him with contempt of court. He's a lawyer and this will ruin his chances to practice law. #4154

People may also report others to authorities in order to escape responsibilities

I work as a health and safety inspector for the government. About one half of my calls are from people who are moving out and tell me about problems they have with their apartment. They do so in order to avoid paying the last month's rent. #4155

42. Taking a position of authority

People often take a position of authority to get those who are dependent on them to do what they want. Parents do this with children, employers with workers, and teachers with students.

I watched nine children who were visiting their grandparents' home on a Sunday afternoon. There were three boys and six girls and their ages ranged from two to seven years. The children decided to play "house" and then argued over who would be the "parents." In the end, the two oldest children became the "parents." One boy, who was five years old, didn't want to be a "child," and ran to the corner and sulked. But after a while he got over it and joined in the game. The "parents" made pretend plans to go shopping at a department store. A three-year-old girl said she wanted to go with them. The "mother" told her, "If you be good, you can come too." "Yes, I will," said the little girl. Then later when the "mother" told her, "No, you can't come," the little girl pretended to cry. The "mother" soothed her and promised, "You can come next time." #4156

I always wanted to stay up on Christmas Eve so I could see Santa Claus. But Mom made me go to bed. #4157

We have a four-year-old boy. He started saying the word "hate" repeatedly, and we didn't know where he picked this up. He religiously watched a children's program, *The Smurfs*, on TV. One of the characters was named Grumpy and was forever saying the word "hate." When we realized our boy was imitating Grumpy, we forbade him to watch the program. #4158

My children must finish their homework before they are allowed to watch TV in the evening. I find the earlier the show comes on that they want to watch, the sooner they do their homework. #4159

The afternoon soap operas deal with all kinds of problems, including divorces and suicides. My child started having nightmares after watching *Another World*, which is one of the most popular soaps. I am not going to let her watch any more soap operas. #4160

I am the cashier in a store. When a sixteen-year-old girl bought a small item, I asked her, "Would you like a bag?" "Sure," she said. Her mom intervened, "You don't need a bag. You can put it in your purse." #4161

A young boy stopped in front of a bookstore to look at the children's books on sale for 95 cents. However, his mother wanted to continue walking down the street. "I just want to get one," said the boy. His mother reacted, "Mind your manners! Who do you think you are?" #4162

Weren't you the last person to use the toilet? I want you to go in the bathroom and replace the empty roll of toilet paper. #4163

Get in there and get that homework done! #4164

When children start hanging out with their friends, their parents want them home by a certain time. Most of our parents had the same idea, which was ten o'clock on school nights and twelve o'clock on Friday or Saturday. If we pointed out to them that another child our age was allowed to stay out later than this, Mom would say, "I don't care what Scott does. I'm *your* mother, not his," and the case was closed. #4165

I need you to work on Sunday so we can get the inventory done. Can you be here at nine o'clock? #4166

In this course you will have a midterm, a final, and a ten page paper. The paper will have to be typed. #4167

We'll have a quiz next Thursday based on what we've been doing in class. It will cover lectures, films, and oral book reports. It won't cover the readings, because you've already been tested on those. The test will be multiple-choice and take about ten minutes to do. #4168

It was Spring Break, and I was waiting for an elevator in a large hotel at Daytona Beach in Florida. A woman and two teenage males were waiting for the elevator too. I believe one of the males was her son and the other was his friend. Her son tried to make a call on his cell phone and his mother said, "I didn't say you could go." After he disconnected his mom asked, "How many girls are there?" "Three," he replied. "I thought there was a whole group of them. What are you going to do?" "Just sit around and talk," he answered. "How long have you known them?" "Half an hour," he replied. "Is that all? How do you know they are nice girls?" Her son didn't answer. I mean, think about it, if you and your friend are on Spring Break at Daytona Beach, the last thing you hope to meet are *nice* girls. #4169

I used to babysit with my little brother. If he wouldn't go to bed, I'd get my friend to call him on the phone and pretend she was Santa Claus. Santa would tell him to be a good boy and go to bed, and he did so immediately. This worked until he got older. #4170

Both of my parents have careers and are well respected. I have just graduated from high school and Mom wants me to stay home and look after my younger brother and sister, who are two and four years old. They are quite the handful and I am not sure I am capable of looking after both of them. I have tried to talk to Mom about this, but she never has enough time, so we can't really communicate. Mom doesn't need to work because my family is well off. I feel she shouldn't have put so much responsibility on me. I love my brother and sister, but they are not my children. No one cares about my dream to become a teacher. #4171

I'm Catholic and my boyfriend is Protestant. We get along great, but my parents object to him because of his faith. I always thought I could pick my own dates. I never thought, in a million years, that I couldn't go out with him because my parents wouldn't allow it. But they simply told me I couldn't date him any more. It wouldn't have been as bad if we

had talked it over or if they had given me reasons. I guess they feel they don't have to. Mom says we don't talk about such things because we are not supposed to be friends. She's the mother and I'm supposed to abide by her. She says I should be a good influence on my younger brothers and sisters and if I start dating a Protestant, they'll think they can too. I don't want to speak up against her, because if my sisters grow up like me, Mom will constantly say they are following in my footsteps, and I'll always feel guilty. I already feel guilty that I did something wrong by dating him. The pressure from my parents is so heavy I feel like I'm carrying a house on top of me. I can never make up my mind on anything without worrying about what they will think. It's my life they're ruling. #4172

I was only sixteen when I found out I was pregnant. I wasn't upset because I thought it would be nice to have a baby. I thought my boyfriend and I would get married and live happily ever after. My boyfriend and I decided it would be best to keep it quiet as long as possible and I continued to be involved in all my school activities. As time went on I learned my boyfriend had no intention of marrying me, at least for a few years. Around the fifth month of my pregnancy my mother wanted to know why I was putting on so much weight, and I tried hard to keep my weight down. When I finally told my parents I was pregnant, they were very upset. My father almost hit me. They blamed my boyfriend and refused to let me see him again. They didn't want anyone to know and sent me to a convent in Montreal for unwed mothers. My parents controlled my life and I had no say in what was happening. It wasn't fair. In Montreal I was very homesick and unhappy, and I couldn't wait to get home and go back to school. My parents told me they would not allow me to bring the baby home. I had lots of time to think and decided to give the baby up for adoption. I had a difficult delivery and went through a great deal of pain. I didn't want to see the baby because I was scared I would change my mind about giving it up. I began to hate my boyfriend, because he got off scot-free and didn't have to suffer like I did. When I returned home my parents were very good to me. I suffered a great deal emotionally, and I can't stop wondering what my child looks like and who the parents are who adopted him. I know my physical and emotional scars will always be there. #4173

My second year of university I met a really nice guy, Neil. It was like love at first sight. A few months later I found out I was pregnant. I knew this was not going to go over well at all with my parents. I didn't know

what I was going to do, and was very confused. Neil wanted me to give the baby up for adoption because we just weren't ready for that kind of responsibility. That weekend I went home to break the news to my parents. Mom and I have always been close, and she is more like a sister than a mother to me. But Dad is another story, and we never really got along. I told Mom because I knew she would understand, and we sat and cried until Dad got home from work. I came right out and told him, and he just stared at me coldly. Then he went directly to the phone. I didn't know what he was doing. A few minutes later he told me he had booked us a flight to Boston. I was going to get an abortion, no questions asked. I didn't really have a say in the matter. The morning I left the house with Dad, Mom kept saying "I love you." The flight there and back was in complete silence. I knew things couldn't get any worse than they were. A couple of months later, Neil and I broke up. I think he was mad at my father for making me have the abortion. It has been three years now and slowly Dad and I are becoming friends. Finally, we can at least carry on a decent conversation. #4174

Certain golf clubs establish a caste system between Senior members and Junior members. Senior members are those who are older than eighteen, and Junior members are those who are eighteen or younger. This caste system is applied in several ways, which is illustrated by two different golf clubs. In one club Seniors may play golf any time of the day, any day of the week. In contrast, Juniors must tee off before 4:30 PM on weekdays and not before 3:00 PM on weekends in order that they do not get in the way of Seniors. Juniors are restricted to certain areas of the clubhouse. They are not permitted in the lounge area of the clubhouse, which contains a licensed bar, and they are not allowed in the hallway leading to the lounge. This restriction created a problem for Juniors. The bar in the lounge also serves as a snack bar and sells chips, candy bars, soft drinks, and so on. Originally Juniors were not allowed into the lounge, so there was no way for them to buy snacks. Later, management altered their policy and allowed Juniors into the lounge, but only to buy snacks. However, they had to go outside and enter the lounge through the back door, instead of through the main entrance. They were required to leave the lounge immediately after buying their snacks. Seniors have the use of shuffleboard, a ping pong table, a television set, and a jukebox. Because these facilities are located inside the lounge, Juniors do not have access to them. The Senior restrooms are handsomely decorated, well furnished, spacious, and centrally located in the clubhouse, and they contain lockers. The Juniors have their own room, which is small,

barren (except for a few tables and chairs), and isolated in the back of the building. Seniors have their own washrooms, complete with sinks, toilets, showers, paper towels, and drinking cups. In contrast, Juniors have no washroom of their own. They are permitted to use the Senior washrooms if the need arises, but if they loiter in these areas they are scolded. Juniors are also not allowed to loiter in the pro shop. Members of the club can pay a storage fee and keep their clubs at the golf course so they do not have to transport them to and from the club. Both Seniors and Juniors pay the same fee for club storage. However, the clubs of the Seniors are washed each time they are used. Thus Seniors can play a round of golf in the morning, have their clubs washed and put away at noon, come back and play again in the afternoon, and have their clubs washed and put away in the evening. Juniors, on the other hand, can only have their clubs washed once during the day. If they return to play later in the day, they are warned that their clubs will not be washed a second time. This action is meant to discourage Juniors from playing more than one round of golf each day.

The second golf club also restricts the times that Juniors can play. Juniors must also let the Senior players tee off before them and allow Seniors to play through. Often the Juniors play better and faster golf than the Seniors. Seniors often do not display common courtesy, such as letting faster players play through them. They just continue playing and the faster players are forced to remain behind them. I have seen this happen many times. The Juniors are considered pests by many Senior members. Seniors often talk among themselves about measures that should be taken to restrict Juniors so that their own experience will be more enjoyable. Many Juniors resent this and talk about confrontations they have had with Seniors on the course and in the clubhouse. Every summer at this club, there is a Men's Club Championship to determine the club champion and to qualify for the Island Open, the most important tournament of the year. All entrants must pay \$25 to play in the Men's Club Championship. Only those Juniors with handicaps of six or less can enter. (This means the Juniors who are allowed to play usually have rounds with six strokes or less over par.) No one expects a Junior to win the Men's Club Championship, and Juniors do not enter with the expectation of winning, but do so in order to qualify for the Island Open. The players from this particular club tend to be the best golfers on the Island every year. This year there were only three Juniors in the tournament. On the first day one of the Juniors shot the best game of his life, a one under par 71. After the rest of the field came in this Junior

was the leader. Some of the Seniors thought it was cute that a seventeenyear-old Junior could shoot so well and lead the first round. However, no one, including the Junior, thought that he could shoot well enough the second day to win the championship. The next day this Junior shot a six over par 78 and won by two strokes. The club was in an uproar as to who really won the "Men's" championship. Should it be the Junior who shot the lowest total or the Senior with the lowest score who finished two strokes behind the Junior? Then the club executive announced that the winner was the Senior with the lowest score and that the Junior's score would be ignored. Hot arguments broke out over this. One side argued that it was a "Men's" championship and therefore the winner had to be a man, not a youth. The other side, which included some Seniors, said that if Juniors were allowed to play then they should be allowed to win. This side also argued that the Juniors were members just like the Seniors, and if the Juniors were only allowed to qualify for the Island Open, then they should not have had to pay the \$25 entry fee. The Juniors thought all this fuss was great. Having the club split down the middle over them was the best thing that had ever happened. There were hundreds of people in the clubhouse, on the balcony, and on the grass taking one position or another. Clearly tradition was being challenged. Even the executive of the club were not unified. The executive member in charge of the tournament stormed out of the clubhouse disgusted and feeling abused. He left his car at the clubhouse and began walking home, two miles away. Finally people calmed down enough for the prizes to be presented. The Senior with the lowest score was given the trophy and accompanying prizes. The Junior was put on the eligibility list for the Island Open, but was not given a prize for the Men's Club Championship. Instead he was given a new type of prize, presented for the first time, for being the Junior with the lowest score. During the proceedings, one of the more outspoken Seniors went up to the Junior, proclaimed him the real winner, and presented him with a prize he had purchased himself. #4175

I tell the people who come to work for me what I want. I want them to dress nicely, stand up when they deal with a customer, smile, and ask customers if they can help them. I also want them to get work done quickly, and find things to do and not stand around while I'm paying them. And I don't want them to smoke in the store; they can go outside. I tell them these things when they start work, and I remind them when it's necessary. #4176

The more independence individuals have, the more likely they are to adopt and employ their own models, and to oppose the models of authority figures.

Whenever I go on vacation for several weeks and leave my store in the hands of my employees, they become different people. They introduce their own ways of doing things, which are not what I've taught them. Then when I get back from vacation they are not only doing things differently, but they no longer agree with my ways. They become almost surly, and I start to think about replacing them. #4177

After playing hockey for well over a decade I became a hockey referee. Referees range in age from twelve to fifty. Those who are more experienced officiate over the older levels of players and the more difficult games. Referees not only have to control the game, they also have to protect themselves. The referee is the person everyone loves to hate. Referees are placed in the middle of a pack of wild wolves and expected to keep order. They know they can do a better job than the know-it-all moron yelling at them from the stands. They are an essential part of the game that defines us as Canadians.

It used to be that one did not see referees abused except at the higher levels where irate fans were more prominent. But these days many of the newer, younger referees face the same challenges that are experienced by the older referees. The difference is that these irate fans are usually parents. Parents think that their kid will be the next "Great One" and view his sitting in the penalty box for two minutes as the end of the world. They have no qualms about screaming, "Go to hell, ref!" at a twelve-year-old official. They are so caught up in the game and so involved with their hockey-playing kid that they do not realize what they are doing. Now I know that by grade seven most kids have heard every swearword, and for the most part it doesn't bother them. But when a parent or authority figure begins to trash a twelve-year-old rookie referee, the child doesn't know how to react. On Prince Edward Island, the referee may even know the fan, and as a result the abuse becomes personal. This is one of the reasons why so many referees drop out, which is a major problem for the minor hockey leagues that depend on them. As a consequence tournaments get cancelled, seasons are shortened, and fewer kids can join the leagues and play the game.

There are several sources of abuse of the officials. The first is from the players themselves. When players yell profanities, such as "Go fuck yourself, ref!" a referee can decide whether or not to punish the offence.

As a player I have been just as guilty as the rest, whether it is firing a puck head high or cursing a referee to his face. Many referees will only call penalties for this when the attack is so blatant that everyone in the rink can hear it. However, in calling a penalty for verbal assault, even when it is fully merited, the official runs the risk of raising tempers and possibly losing control of the game. There is minimal support when a referee makes a call like this. Therefore the referee is left with a choice. Pretend nothing was heard and look the other way, or make the call and face more criticism. It's a no-win situation. Occasionally hearing boos or "You suck, ref!" won't bother most people. But when it is continuous from both benches, it can throw many referees into turmoil and end in a loss of control of the game. Loss of control is the worst thing that can happen to a referee. It means that the game no longer depends on his judgment, but rather on the emotions of the players and this can result in injury. The most common solution among amateur referees at higher levels is to call everything, no exception. That way, although the players may not like it, consistency keeps the game under control. However, this leads to criticism from fans and coaches.

Criticism from coaches is much different. Comments from coaches are often based on a call that is missed by the referee, or a different interpretation of what has happened. When those who are emotionally charged think they are right, they rarely hold back. Coaches will say, "Open your fucking eyes, ref," or "Where's your glasses, ref?" In these cases there is not much that can be done. If a call was missed, it is hardly just to punish those who point out the mistake. Therefore ignoring the coach is the most common solution, and one of the few responses that seems to work. Normally the coach will eventually shut up.

The third form of abuse comes from the people in the stands. They can be the pinnacle of torture for a referee. Although few fans have a full knowledge of the game, they have the advantage of numbers, and many fans together can severely disrupt the flow of the game. There are countless situations in which fans cause problems for an official. From single people to large crowds chanting, the audience has more of an impact on the game than they are aware. Like single players, an irate fan can be dealt with by throwing him or her out of the rink. But rarely is one identifiable person responsible. More often than not, cursing and other forms of abuse come from several sources among the crowd, and it is nearly impossible to pick out individuals when one is focused on the game. When one fan begins to yell, other fans gain confidence to do the same. Sometimes the instigator rallies the crowd sufficiently that he or she no longer has to join in. The crowd becomes a mob with the official

as the target. This problem haunts referees. Throwing people out of a hockey rink is no easy task, especially if they are locals who know the rink managers. An older referee, who was officiating during a playoff game in the midget league, stated, "The game was close, two to one for the visiting team. After the first period, the goalie of the visiting team asked that I keep an eye open for people banging on the glass behind the net. I said fine, that I would watch for it. And sure enough the next period I saw a lady standing behind the glass banging on it with a quarter. It was obvious she was trying to distract the visiting goalie. So the next whistle I went over and told her to cut it out or she'd be gone. It wasn't thirty seconds later before the old bag was at it again, banging on the glass as loud as possible. Well, I went over to the timekeeper's box and asked to have her moved. The reply I got was 'Oh, don't worry about her. She'll stop in a minute or two.' But nobody tried to move her. So after the next whistle I went to the rink attendant and told him to move her. He went over and stood right beside her but did nothing. Now her noise was directed at me and not the goalie, and there wasn't a damn thing I could do about it. I was so mad I almost ended the game right there. But it was playoffs and that made me keep going. After the second period she moved, apparently swayed by other parents. But the thing that got to me was when we went back on the ice for the third period, one of the home team players came up to me and apologized for the way his mother was acting. He had this look of pure shame on his face that I will never forget. I realized that although I had been targeted for insults through the game, he had to watch his mom make a fool of herself, and that was far worse than any insult I received." This sort of behavior is common across the Island. The fact it couldn't be stopped is a reminder of the close personal ties people on the Island have with others in their community. Although one may disagree with the actions of one's neighbor, few would dare confront the neighbor for fear of repercussions from the community. Not only do people refuse to stop attacks on officials, they often join in. This was an older referee who could only keep order in the rink to the degree that others supported him. Now consider the rookie referee, who is twelve or thirteen years old, and has to deal with the same kind of ordeal. It is not surprising that over a quarter of the first-year referees quit.

Control is the key. Any referee will tell you, "Without control, you're screwed." Hockey officials are as human as anyone else. Referees make mistakes and they have bad games. But try to understand the difficulty of regulating twelve people moving up to fifty kilometers an hour on the ice, competing and hitting each other. If you think you can do a better job, there's always a demand for referees. #4178

People in authority positions frequently insist that their models be adopted.

I wanted to do a survey of alcohol and marihuana use among high school students for a university project. I planned to give the survey to a group of grade-ten students, but was told I needed permission from the high school principal first. He coldly turned me down. He said there had been a survey of this nature a few years before. The results were embarrassing to the high school because it made them look like the dope center of all the schools surveyed. I guess they figured I was going to publish the results in the local newspaper and stir up trouble again. #4179

The planning department of the city of Charlottetown has sent a notice to downtown businesses that senior citizens have complained that the sandwich boards placed on sidewalks to advertise businesses are an obstacle for pedestrians. The notice from the city states that anyone putting up a sandwich board is required to apply to the city for a permit, the sign must be no bigger than two feet wide and three feet high, it must be placed against the building and not at the outer edge of the sidewalk, and no more than one sandwich board can be used by a particular business. The notice also states that a permit is required to place a display on the sidewalk or to have a sidewalk sale, and that no sidewalk sales or displays can be conducted for more than two consecutive days in a week. Furthermore, you must provide the city with a copy of your business liability insurance of a minimum of one million dollars, and you must notify the city if the insurance is ever cancelled. #4180

When others continue to oppose them, those in authority positions often employ punishments to halt this opposition. For example, parents commonly punish children who continue to argue that they should get their way.

Karla, who is sixteen, wanted to have the family car Friday night so she and her friends could go to a party. She had just gotten her driver's license. Her parents refused because they felt she did not have enough driving experience. Karla had already promised her friends she would pick them up, and continued to argue with her parents. They finally told her she would have to stay home and wouldn't be allowed to drive for a week #4181

When Glen got home from basketball practice, he started to watch a basketball game he was interested in on TV. Then his father entered the room and changed the channel to the news. Glen told his father he had no right to do this, but his father disagreed. They argued until Glen's father told him he was grounded. Glen was angry and left the house and didn't return until the next morning. #4182

People also seek influential positions in organizations in order to implement their models, and to prevent others from implementing theirs.

I agreed to be on the committee to select the new president because we're going to be downsizing in the future, and it will make a great deal of difference who we have in office. #4183

Many people in influential and decision-making positions do not want to relinquish their position and try to stay in office as long as possible.

43. Establishing limits

People establish limits for others as to where they are allowed to go and not go, what they are allowed to do and not do, how long they have to do something, and what they can have and not have. People frequently attempt to get others to abide by the limits they set for them.

An elderly woman was waiting outside while her husband looked at books inside a bookstore. Then she entered the store and told him, "OK, times up." #4184

A mother and her young son, who was about four years old, were in the supermarket. When they passed the candy aisle, she told her son, who was practically drooling all over the candy, that he could choose just one treat to take home and eat after supper. The boy quickly picked up three things, and told his mother he wanted all of them. "You may have one thing, or you may have nothing. Those are your choices," stated the woman. "No, I don't want one. I want them all," yelled her son. His mother was not impressed. She took him by the hand and told him if he was going to act like that he was going home with nothing. The boy's lower lip began to quiver and the tears quickly followed. This didn't impress the mother either. She told him sternly, "Crying isn't going to get you anything! Now, for the last time, would you like to choose one

treat before we leave, or would you like to leave with nothing? The choice is up to you." The mother began to walk toward the checkout. The boy stopped crying as quickly as he had started. He immediately chose a single treat and hurried to catch up with his mother. #4185

44. Establishing procedures

People establish procedures which give everyone a good idea what to expect from each other. Rules may be informally understood, or they may be written out and publicized. The latter is the case when a landlord posts rules for tenants, such as "No pets," "No noise after ten o'clock at night," and "No overnight guests."

There are four of us who take showers in the morning before work and school. The children have to leave the house first, so my wife and I arrange our schedule around them. My daughter always takes her shower at 6:30, and my son usually takes his at 7:30. Therefore if my wife and I get up early, we take ours before our daughter; and if we get up later, we take our showers before my son. #4186

In my family, those at home help decide what we'll eat. However, the final decision is made by Mom, because she's usually at home and does most of the cooking. On the weekends the children are responsible for preparing meals. The person who cooks gets to decide what we eat, and if anyone isn't happy with the choice, they are free to fix their own. We always argue over who should do the dishes and Mom makes the final decision to stop the arguments. #4187

My parents got fed up with all the fighting in the family over which program we would watch on the family television. So they set up a system which got rid of most of the conflict. There are six people in our family, two parents and four children. Now each person has one night of the week in which they are in control of picking the programs for the TV. Then every week we rotate so everyone gets a different night. Sunday is an open day and usually goes well. Sometimes there are conflicts when one person swaps their night for someone else's, but all in all it goes pretty smoothly. My brother thinks it works OK, but not great, because he can't always trade his night for Saturday night when the hockey game is on. #4188

I don't like to have my kids come to see me at work looking for money after they finish school. They interrupt my work, and if I don't give it to them, they just stand there and argue with me. So I told them they have to ask for money beforehand at home, but they are not to come to my place of work for this purpose. #4189

I am one of a group of friends who hang out together. These friends are from sixteen to twenty years old. One of my friends lives in a large house with his mother. He has two bedrooms and two "party" rooms in the basement of the house. This provides a safe and enclosed area where people look out for each other and do not let their friends get out of hand. There are roughly twenty friends in our group and about five to ten show up when we have a party on a Friday or Saturday night. We have certain rules that we have to abide by in order to keep the peace. These are 1) any dishes taken to the basement have to be brought back upstairs, 2) if you stay the night, you help clean up the next day, 3) no drugs are allowed in the house, 4) no one is allowed there after ten o'clock on Friday night, because the host's mother is upstairs and has to work the next day, 5) what his mom says goes, 6) if you make a mess, you clean it up, and 7) if you have problems elsewhere, you leave them there, because the basement is for good times only! Another rule that people tried to enforce has failed miserably. This was "no sex in any of the rooms in the basement." There have been at least two pregnancies and a few lost virginities. #4190

People also establish formal rules and regulations in organizations and societies. These pertain to all manner of behavior, ranging from duties to promotions to grievances. Often these rules and regulations are written down, distributed, and revised on a regular basis.

Students won't do the required reading for a course unless they are forced to do so. Therefore I give them a quiz each week on the required reading. As a result, most of my students do most of the reading. However, I found I had a problem in my classes with students talking during quizzes and reading each other's quizzes when I collected them. So at the beginning of each course I pass out a list entitled "Classroom Regulations Regarding Quizzes." This states 1) No talking during quizzes, 2) When you finish, turn your quiz over on your desk, and 3) Do not read the quizzes of other students. Then to make sure they take the rules seriously, at the bottom of the list I include the statement, "Students who break these

rules will receive lower grades for the semester." The nice thing about the way this threat is worded is that I do not have to catch and confront each student in the act of breaking the rules. The implication is that I know who the rule breakers are and I will take this into account when I determine final grades. This list got rid of most of the problems. But I still have to remind them from time to time to turn their tests over when they finish writing them. #4191

I was a caddy for a number of years at the Royal Montreal Golf Club in Quebec. Membership fees are quite high and the members tend to be lawyers, doctors, business owners, and businessmen. There is a strict dress code for golfers. In order for a male member to be permitted to play a round of golf he must wear neat, clean golf clothing, which includes a golf shirt with a collar, golf pants or shorts with knee-length socks, and soft shoes or golf shoes. Women must wear a golf skirt, and are only allowed to wear pants on the cooler days. One member who was neatly and cleanly dressed was not allowed to play because he was wearing a turtleneck sweater instead of a golf shirt with a collar, and another golfer who did not tuck his shirt in was immediately told to do so. #4192

There's a conflict between city management and the businesses downtown. Some of the businessmen want to erect large, modern lighted signs which will attract the attention of customers. The city management, on the other hand, tries to create a Victorian appearance for the downtown area. Businesses are expected to get permission regarding the signs they want to put up, and the city management only wants to give permits for small, traditional wooden signs. The owners of the downtown stores are not happy with this because they are in competition with businesses in the surrounding area which erect big flashy signs. #4193

People attempt to get formal agencies to institute new rules and regulations in order to get others to do what they want.

Local taxis do not have meters and charge passengers according to how many zones they cross. The owner of a local taxi company is worried that his part-time weekend drivers are not reporting all of their income, and that he is not getting the money he should. He wants all of his cab drivers, most of whom own their own cabs, to install meters so he will have an accurate accounting of how much money they are taking in. The meter system will result in some passengers paying more than

they do now, and some paying less. The taxi drivers don't want meters because they are expensive, and they fear they will lose the passengers who will have to pay more. Therefore, the owner has gone to the city council to try to get them to pass a regulation that all cabs must have meters. The drivers from his own company and from other companies are trying their best to stop this. #4194

Violations of rules and regulations are usually dealt with by specific punishments.

My first-grade teacher was very strict. She had a hard leather strap which was about eight inches long, two inches wide, and about a quarter of an inch thick. Out of the entire class of about twenty-five students, only two managed to avoid that strap completely during the school year. We were taken to school by bus, but we were not allowed into the classroom or even into the school itself until the bell rang. Then we had exactly two minutes to take off our outdoor clothing, hang it up in the hall, and get to our seats. Another bell signaled when the two minutes were up. Even in winter when there were snow pants, snow boots, hats, scarves, mittens, and heavy coats to cope with, we were still only given two minutes. If you took longer than two minutes you were late and you were punished. A student was strapped once across the palm of the hands for every day in a row that he was late. If a student was late six days in a row, he was strapped six times in succession and each strap was harder than the preceding one. After we listened to the anthem, Oh Canada, students who were late would have to line up in the hall outside the classroom. Those who were to be strapped only once were first in line, those to be strapped twice were next, and so on. Any student who was late more than ten times in a row got a thorough strapping and the number of times he was strapped was no longer counted. Students in the classroom could hear the sharp crack of the strap and the crying which accompanied it. If a student cried too loudly he was threatened with further punishment. This was not the only time during the day that the strap was used. Mid-morning and mid-afternoon the teacher would line all of the students up and we were given exactly three minutes to go to the washroom. There were about fifteen girls and ten boys in my class. In the girls' washroom there were three sinks and four toilet cubicles and everyone was expected to wash their hands before they returned to the classroom. The teacher inspected everyone's hands to make sure they were clean. Anyone who had dirty hands or who had taken longer than the three minutes had to line up in the hall for punishment with

the strap. This was especially hard on the children whose hands were still sore from the punishment for being late that morning. Some of the slower children were punished for being late first thing in the morning and at both of the washroom breaks. The teacher did not hesitate to use some children as examples for others. Small offenses were punished with the strap. I remember vividly watching the teacher hold one of my classmates by the scruff of his neck while she strapped him up and down in front of the class. This was after she asked one of the students to close the door. I do not remember what the boy had done wrong, but I will never forget the look on his face and the sound of his screaming while she held him and strapped him. At recess and lunch none of the students were allowed to stay inside the school for any reason. Even on very stormy or very rainy days we had to stay outside until the bell rang. Sometimes during the lunch hour it would start to rain hard. However, we were not allowed inside the school to get our raincoats when we had brought them. The entire class revolved around time limits. If you did not get your math finished by a certain time in the morning, you were excluded from the reading session. To students such as myself, who enjoyed reading so much that it was practically a part of living, this punishment hurt almost as much as the strap. I became a very nervous person during my first year of school. For the first six months, the letters of the alphabet that I printed were unreadable because my hands shook so much. #4195

In extreme cases punishment consists of expulsion or death.

45. Making a formal agreement

People make formal agreements with others in order to get others to behave in a particular way. The agreement way be spoken or signed, and is often witnessed by third parties. Formal agreements normally specify exactly what is expected of a person as well as penalties for noncompliance. Thus a person may be required to sign a lease to obtain use of an apartment, or to sign a loan contract in order to borrow money to buy a house or car. A person may also sign up for a tour of duty for a specified number of years with the military. Failure to comply with a formal agreement may result in eviction from an apartment, loss of one's house or car, difficulty obtaining future loans, or even imprisonment. A person can refuse to sign a formal agreement, but this usually means that the

person does not obtain the services or goods that he wants.

Barry is Protestant and Alice is Catholic, and they began dating as teenagers. Because they were still young, no one was concerned when they began dating. However, when Alice became pregnant, the couple decided to get married. The problems began when they went to see their respective church leaders. Each leader wanted the marriage held in his church and for the other member of the couple to convert to his denomination. Alice had the most problems, because her priest insisted that the couple sign a statement that they would raise their children in the Catholic faith. This seemed highly irregular to Barry. He felt it was not right for the priest to tell them how to raise their own children. This produced a considerable amount of tension between Barry and Alice. However, neither was happy with the priest's requirement, and in the end Alice decided to be married in Barry's Protestant church. Alice's parents were very upset when they learned of this decision. This produced much tension, many arguments, and a big fight between Alice and her parents. Subsequently, Alice felt very uncomfortable attending her original church. She felt the parishioners considered her a traitor to "her religion." After the two were married, they no longer went to church. Although they still hold their religious beliefs, they both feel disillusioned with their churches and that their church leaders let them down. They have several children and will allow their children to choose their own denominations when they become older. #4196

46. Punishing third parties

People often learn what they should not do when they see others singled out for punishment and receiving it. Instances of behavior which receive punishment are frequently given considerable publicity. This publicity may be informal, such as gossip, or it may be formal, such as an article in the newspaper in a regular column which reports criminal convictions. Publicity provides a warning. Often people are quite interested in this information, perhaps because they want to ensure that a similar fate does not befall them.

Just about the time we have to file our tax returns each year, an article appears in the newspaper that someone has been charged with tax evasion. I feel certain this publicity is arranged by the tax department to warn people to report all their income. #4197

47. Embarrassing

People also indicate their disapproval of another person's models, or try to get another person to change his models and behavior, by deliberately embarrassing and humiliating him. They bring up something that the person would rather not have them know about or talk about, or they discuss it in a critical fashion. They may do this when they are alone with the person, or when they are with others in the presence of the person.

When I was seven or eight years old we used to play tag quite a bit during recess at school. One of the girls, Joyce, could outrun all of us and we seldom caught her. One day when we were playing, one of the kids called Joyce, "Little Orphan Annie," and we all started yelling it at her. We were just teasing her and didn't know what it meant. Little Orphan Annie was a comic-strip character with red curly hair and two bows in it who was adopted. Joyce wore two bows too, but was blond and wore braids. She didn't get mad, or stop playing, or get into a fight with us. A number of years later I learned that Joyce was adopted. It must have hurt her to have us throw this up at her when we were playing. The kid who started it must have known this. Maybe the kid was mad that she couldn't tag Joyce, or that Joyce could tag her so easily. The rest of us were just using the nickname that someone else had started. When I eventually learned that Joyce was adopted, I felt terrible. I wonder if she thought we were trying to hurt her, make her feel different, or say that she wasn't as good as the rest of us. She always got along well with everyone, and everyone thought well of her, so she must have been able to deal with it OK. But I always wonder if what we said upset her, and if she told her parents, who would have felt we were rotten kids. The parents never made a fuss about it at school, so they must have tried to help her understand it and deal with it the best they could. #4198

I was at a party when a party joint was passed around. A party joint is the size of a cigar and big enough to get everyone stoned. If you don't smoke it, you're likely to be talked about or be put on the spot. My friend, Wade, didn't want to take a toke, because he'd never had one before and was afraid. One of the guys said, "What's the matter, Wade? Something wrong with the joint? Not good enough for ya? Hey guys! Wade thinks the joint isn't good enough for him. Next time I'll have to roll it with more loving care especially for Wade." After this, Wade took the joint and got very stoned. #4199

I don't go parking when I get a ride home from a dance. If you take me home, you take me home. I might sit in the car with you for awhile. But I don't like people with their hands on me. I'm not a very affectionate person. I'm very cold. So most guys won't take me home more than once. If guys turn down a back road, I ask them, "Where are you going? This isn't where I live. I live over there." I embarrass them. I tend to embarrass people on purpose. They'll respond, "Uh, I'm just going for a drive." So we stop, and I'll ask them, "What are we doing here? There's nobody that lives around here." Then they'll just take me home. If I spend time with a person, I'll spend time with him parked in my yard at home, or else I'll invite him into the house. #4200

When my boyfriend grabs the flab on my stomach, I feel very embarrassed. It makes me very self-conscious. #4201

Five of us were assigned to a group project, and we worked out procedures during the first meeting. Everyone was supposed to come to the meetings prepared and do their share. However, one member missed both the second and third work sessions. On the fourth session the group leader gave him a hard time. "I see we have our long lost friend back today. May we ask where you've been for the last two meetings, Dan? I'm sure you must have very good reasons, because at our first meeting we stressed how important attendance is." She continued to put Dan on the spot as the meeting progressed. "Dan, what do you think about the emergent system in that task group?" "Maybe Dan has some ideas about this?" "Dan, perhaps you'd like to comment on this since you haven't said much." She continued to address him in a cutting way. Dan was quite uncomfortable and obviously embarrassed, and I actually caught myself feeling sorry for him.

On the other hand, before one of our meetings, I put in a lot of time and wrote out answers for the questions we had to deal with. When I showed others what I had accomplished they seemed impressed at first. Then one member said jokingly, "So who are you trying to impress? Where do you find the time to put so much work into this? I'm lucky if I can think about it, let alone prepare answers to all the questions." I sat there with a flushed face, feeling like an asshole for looking too interested and energetic. Clearly no one was supposed to put in so much effort that it made the others look bad. #4202

I live in a small community on the Island and everyone in the community belongs to the same parish. Several years ago the priest started printing out the yearly amount of donations that each person gives to the church. He made these amounts available at the back of the church where people could see them. Then this year, instead of printing the amounts, he read them to the congregation one Sunday during Mass. This is potentially very embarrassing information. People do not want others to know if they are giving less to the church than other people are. They feel it makes them look bad. Also, it makes them feel bad about themselves, because when they are unable or unwilling to give as much as others do, they feel inferior to others. One has to wonder if the priest wants families that give less to start giving as much as other families do, and for families to compete with each other to give more money than others do. Many people criticized the priest for doing this. "We talk about Christianity, and then something like this happens. The priest thinks that he has embarrassed every one of us. I don't think he has any right to do this. If I'd had the guts, I would have walked right out of the church." "It's nobody's business how much money I give to the church. It's an invasion of our privacy. There are people who give all they can and those who don't give as much as they can. I don't want them to know how much money we give, and I don't care how much they give." "It has really turned me off against the church. They are always preaching kindness and Christianity. But then they contradict themselves. They are a bunch of hypocrites. My family wonders why I don't want to go to church." "Years ago the church published a financial statement each year. There was a total amount for the weekly contributions, a list of expenses, and a statement of how much money was left over. We have a right to know our financial situation. But I don't believe it is proper for the priest to print each parishioner's name with the amount of money they have given." At the same time, there are numerous older members of the church. Many of them feel that the priest is almost infallible. They think he has a right to do whatever he thinks best, and it is disrespectful to question what he does. #4203

My mom has a problem with alcohol. The other night when we had guests over, there was a documentary on TV about alcoholics. In one scene a woman was sitting in the corner of the room crying. My brother said, "Hey, Mom! That looks like you the other night." Mom left the room immediately. Everyone became very quiet and soon afterwards the guests left. #4204

I and another female went out to a club together. We were asked to dance a number of times, and sometimes we accepted. But a couple of times we refused because we were tired of dancing or wanted to chat. All of a sudden a male in his early twenties marched over and yelled out, "What the fuck is wrong with you two? Why won't you dance with all the men who ask you? Do you think you are too good or something? Get off your lazy, fat asses and dance. Bitches." We were too shocked to say anything. We felt very insulted because we have the right to dance whenever we want with whomever we want. Obviously this man didn't think so, and he completely ruined our night out. #4205

48. Making others feel guilty

People try to get others to do what they want by making them feel guilty about what they are doing or not doing.

I work so hard making money to feed you and buy you clothes. Why are you always so rude? You don't answer me when I speak to you, you leave when I try to talk to you, and you won't do your chores unless I tell you to do them. #4206

Why don't you show your father you appreciate all he does for you by cutting the grass? #4207

Will you get up and start getting ready to go? I don't have time to worry about you too. It's why I'm always late when we go someplace. #4208

My parents point out that I go out and party all week, but can't spend one hour in church. I end up feeling so guilty that I go to church, even though I don't want to. #4209

Parents tell their children things to get them to behave. When there was a thunderstorm Mom told us the thunder was caused by God stamping on the floor of Heaven, because God was mad at all the sinners. The rain was God's tears, and this showed how sad God was because of what the sinners and bad children were doing. This made my brothers and me feel ashamed. For a couple of days after the thunderstorm we were on our best behavior. #4210

When I'm home for the weekend and want to go to the movies or visit a friend, my parents make me feel like dirt if I don't take my little sister along. #4211

When I don't want to babysit my sister's kid, she asks me if I love him. This makes me feel like a shit. But then I remember it's her kid, not mine. #4212

My parents use guilt to get what they want from me and my siblings. Mom will say, "Would you please give your mother the couch to lie on? You're younger than I am." Sometimes when we are watching a particular program on TV, Mom or Dad will ask, "Are you *really* interested in this program?" You tell them no, because you know they want to watch something else. #4213

I was with a group of young adults. A young woman started to sulk and said to her brother, "You never do anything for me. I do everything for you, so why can't you just come with me and not make me go by myself. I really do not want to go by myself." The only way she could get him to go with her was to guilt trip him into going. #4214

I've moved away from home, and my parents try to make me pay more attention to them with comments such as "No one ever comes to visit me," and "I won't be around much longer." #4215

Last year our soccer team won the regional competition. I'm on the team and every person I know keeps asking me how the team is going to do this year. I usually say I think we'll do well, and they say, "Well I hope so. Because if you don't win this year a lot of people are going to be disappointed." This puts a lot of pressure on me and on the other members of the team. #4216

I was living in Charlottetown so I could go to university, and our next-door neighbor from my rural community moved to Charlottetown too. The neighbor was talking to Mom and said, "Why doesn't Janet come to visit us now that we live in Charlottetown? You'd think she'd at least come down and have a cup of tea. Does she think we're Black or something?" That's a common expression. People say, "Well, I'm not Black. Come see me," or "You can sit with us; we're not Black." What they are implying is "Do you think I'm inferior, or something? That I'm not good enough to have anything to do with?" #4217

I was working on a farm this summer. The farmer had a five-year-old son, Stanley, who was down at the barn at milking time every morning and evening, and he got rides on the tractors whenever possible. I told Stanley that he and I would go to the moon, and he believed me. I kept leading him on for a few days and then told him we would leave the coming Saturday. Stanley told his father, "Dad, we are going to the moon in a helicopter," and his father laughed. That night his sisters explained to him that we couldn't go to the moon without a spaceship, and we didn't know how to fly one. The next day Stanley told me that I was lying to him and that we could not go to the moon. I laughed. Later that day his mother told me how disappointed Stanley was when he found out we could not go. I felt bad. #4218

My girlfriend doesn't like to have sex if she is on her period. When I say her period doesn't bother me, she tells me, "I feel like a wounded bird." I understand and forget about having sex. #4219

My family frequently uses guilt to get each other to do what we want. My sister will ask for what she wants, and if this doesn't work she starts to cry, which always works with Dad. When her car needed fixing and she didn't have the money, she asked him and he said no. But as soon as her tears began to flow, he changed his mind and had the car fixed that very day. I've never seen anyone cry so much to get her way. Her tears don't work on Mom, however, but other means do work which make Mom feel guilty. When my sister asked Mom for the money for a new blazer and was told she didn't need any more clothes, she started to cry, which didn't work. Then she said everyone but her was wearing one, and Mom changed her mind. My other sister also tries to lay a guilt trip on our parents. She says things like "That's OK. All of my friends have it, but if you don't want to get it for me, I understand. Of course, I would get it for you if you wanted it." Mom also uses guilt. She tells us, "I work all week and have to come home to a messy house. Look at all the things I do for you. At least you could help clean." #4220

People also use the threat of doing something that will make the other person feel guilty, in order to get the person to do as they want.

When my mother was a girl and boys came to call, grandmother would meet them at the door and give them the once over. She'd ask them very direct questions and sometimes add an insult or two. One time Mom was going to a dance and had already gotten into her date's car. Grandmother

opened the car door and ordered her to get out or else she'd hang herself. Mom didn't get out, and grandmother obviously survived the noose. #4221

49. Punishing

People often use punishments when others do things which they consider unacceptable. Punishments may be standardized, such as a fine or spanking. But often they are customized for an individual, and involve taking away an item or privilege which is important to that individual, or else doing something which the individual finds upsetting or an imposition. Occasionally punishments are spelled out in advance. Often, however, they are applied as retaliation.

As a child I was never spanked. But I was cracked. A crack is a slap, usually on the forearm. Sometimes you are cracked elsewhere on the arm or on the ear. If you aren't used to being hit, then the least crack makes you cry. The pain never really bothered me. It was the embarrassment of having it happen. Kids are cracked most often between about five and eight years old. Later they get too old and too big for it. Most of the time it was Mom and Dad who punished me. You could never hurt anybody when you cracked them. Mom and Dad never did. But my sister-in-law would hit. It gets red and hurts. My parents didn't approve of her hitting me. She only hit me once or twice, but she got in trouble for it. They'd tell her, "It's not your place. We'll handle it." The idea was that she shouldn't hit me at all, not that she hit too hard. Also when my aunt brought her kids over, they were bad and my aunt used to always be after them. One night we were all acting out; just making noise, laughing, and that. She gave two of her kids a crack and warned me, "You'll be the next." I told Mom and Mom was really mad. Mom was in the house at the time, and if she'd thought it necessary she would have done it herself. Also, my aunt was visiting at our house. Another thing. People used to say I talked too much about everything. Mom would reply, "Leave her alone." If kids answered back to adults, they'd get in trouble. But I used to do it and they never bothered me. When I'd talk back to Mom, my older sister would say I should get a crack for it. If my sister had been my mother, I'd have been cracked a lot more. One time she hit me on the face when Mom was upstairs. I went and told Mom and she came down and said, "Father Murphy said right off the altar not to ever hit a child around the head." My sister got a terrible

telling off for hitting me. Good enough for her. Shouldn't of hit me in the first place. Then every time she'd go to do something to me, I'd tell her, "You remember what Father Murphy said." #4222

During the Great Depression on the Island our community had a two room schoolhouse for grades one to five and grades six to ten. The schoolmaster was always a man. He usually had a military background and was very strict. The schoolhouse was heated by one potbelly stove in the middle of the building. One form of punishment was placing the student next to the stove, where it was almost unbearably hot. #4223

The local Lion's Club sponsors a youth group, named the Leo Club. This is for teens, aged fifteen through nineteen. At each meeting of the Leo Club a "tail twister" is appointed. The tail twister fines members for things such as chewing gum, talking out of turn, and not participating. The fine is usually only a nickel and has to be paid immediately. This adds an element of fun, because at one meeting I saw a girl fined for crossing her legs. #4224

I was caught smoking in the boy's washroom at school and was expelled for three days. #4225

When I was fifteen, I got drunk. I never drank alcohol before, and only had one glass of (moon)shine. But when I got back from the party I was hammered. Mom and Dad were terribly upset with me, because it wasn't what they expected from their daughter. They grounded me, which meant I couldn't go to any dances. I thought this was the worst thing that could ever happen to me. #4226

Last month two boys in the family, George and Arnold, were watching TV. George is nineteen years old and Arnold is fifteen. George wanted to change to another channel, but Arnold wanted to continue watching the show that was on. They started quarreling and soon were fighting. George pushed Arnold into the wall so hard that it made a big hole. When they saw the damage they tried to fix it, but couldn't. That evening their father came home and discovered what had happened. He punished them both by banning them from watching TV for one month. #4227

My sister comes into my room when I'm not home and borrows articles of my clothing without asking me. I get revenge by taking her

favorite or most valuable item of clothing and loaning it to one of my friends for a week or more. When the friend returns it, the item is usually dirty, wrinkled, or pulled out of shape. #4228

When I was underage and my parents caught me drinking, they'd tell me, "We'll talk about it in the morning." All night I would worry about what they were going to do. I'd think up all kinds of excuses, like I didn't know it was rum, or my friends made me drink it. The punishment was always "hard labor." This depended on the season, and might be putting up storm windows on the house in the spring, or taking them off in the fall, or shoveling the sidewalk in the winter. But the worst thing was cleaning the basement. There is nothing worse than having to clean a dusty, dingy basement when you're hung over. #4229

My parents always pressured me to make good grades in school. I was terrified to bring home a mark less than eighty, because they might add another fifteen minutes to the time they made me study every night. Report cards were the worst. They always seemed to come out just before a dance, big party, or a holiday weekend. If my parents weren't pleased with my marks, I could forget everything I had planned for the next week or two. #4230

One of my roommates would come home drunk with his stupid friends and wake us all up. He made a complete fool of himself, and gave the rest of us a bad name with the neighbors. We got back at him by putting glue in his shampoo, pouring beer and water in his bed, and stealing and wrecking some of his things. We even got our buddies to piss in his orange juice and mouthwash. When he confronted us about this, we denied it, and eventually he moved out. #4231

What I hate is the teacher who will tell you what the writer intended. One of my high school teachers failed a number of students because "they couldn't get poetry." What that actually meant was they didn't accept his interpretation of specific poems. #4232

I bought a used sports car, and the car had awesome power. Every once in a while I would take it out and open it up on the highway. One time my friend and I were late for a golf tournament. So I was just flying, trying to make it there in time. At one point I passed three cars in a row. I didn't realize that one of the cars was a police car, or that I was driving 160 kilometers an hour in an 80 kilometer speed zone. Red

lights started flashing behind me and I knew I was in trouble. I pulled over and realized I wouldn't make my tee-off in time. The police officers were not impressed, and they gave me a large fine. After that I knew I couldn't afford to drive fast anymore. #4233

A prominent doctor in Charlottetown always goes to his son's hockey games at one of the local rinks, and he always parks in a no-parking zone. All of the security officers have warned him not to park there anymore, but he does not listen and parks there anyway. One day I was doing my rounds and saw his car in the illegal spot again. I said to myself, "That's enough," and I called a tow truck. The car was impounded and the doctor had to pay to get it back. #4234

There are many factors involved both in losing one's driving license and in drinking and driving. To start with there is a strong drinking culture. Most social events include alcohol. Also, often after people finish work at the end of the week, some of those who work together go to a bar to have some drinks, relax, and socialize. "After a hard week's work, the staff at our office usually go to get a few cold beer at Doc's Lounge to smooth out the edges as well as deal with any personal problems. Sometimes we continue drinking and decide to move our party to someone's home or to another lounge." Many people want to get a buzz on in order to have a good time. Many think that the more they drink, the more fun they have. Also, alcohol is a confidence booster, because it helps people put aside their inhibitions and their fears of rejection and embarrassment. Many males drink to the point that they are no longer self-conscious about dancing, or to the point that they can attribute their dancing to alcohol. Drinking alcohol is considered a key component of masculinity, and a male who does not drink raises questions. There is a real drinking culture, and people like to boast about how much they drank and how drunk they were. Many people who are part of this culture plan to get drunk at least once a week. "I don't need a drink during the week. But when the weekend comes, it is my time. I work hard and deserve it. The boys and I get together and whip up a good time. We have done it for years, and I'm gonna continue while I can." "A month ago I was sitting in a car in a parking lot talking to a friend of mine. Another guy pulled up next to us in a large Chevy. He rolled down his window and told us how drunk and sick he had been the night before. We felt obliged to laugh and smile agreeably. Next he told us how he had gotten into his car and followed a group of his drunken friends who were in a pickup truck. He explained that he had nudged the bumper of their truck just for laughs.

My friend laughed at his account and the guy in the Chevy started up his car and drove off. I told my friend I thought the guy was a real dipstick. But my friend told me I shouldn't be so judgmental, because, 'It could well have been you or me doing what he did.'" "One man who was a bad alcoholic decided to try to control his drinking. He began to take medication which made him sick if he drank. One night he took this medicine and got drunk anyway. That night in bed he choked to death on his vomit. After his funeral his brothers drove out to the country and got drunk together. They simply didn't know how else to react. They were excessive drinkers, it was something they were familiar with, and it was what they turned to when something significant happened. It was a ritual, just like when Catholics have something bad happen and go to church to pray." "People not only pride themselves on how much they can drink. They are also proud of the reputation of Prince Edward Islanders as being good drinkers, and they try to uphold this reputation."

Males often compete to see who can drink the most and hold their liquor. Part of the ability to hold one's liquor is the idea that one can drive properly after drinking. There are also the ideas that the male is in charge on a date and should drive, and also that the owner of a car should drive his own car. When one runs out of liquor, one frequently wants to get more. This usually requires driving to the liquor store or the local bootlegger. Often people want to start or continue drinking as soon as they have liquor available. Therefore many start drinking the liquor they have just bought on the way home. There is a strong tendency to kill a bottle of liquor, or drink it dry, rather than save some to drink on a later date. Also, many males start to drink before they go out to a club because it is much cheaper to drink store-bought liquor than to buy drinks at a club. Getting a driving license is an important rite of passage for a teenager in our society. By the age of fifteen or sixteen most teens are planning to get their driving license within a year or two. At this age most teens are also experimenting with alcohol. "I have fond memories of driving around on a Sunday afternoon in the summer with a few friends sipping on some brews. There is nothing better on a hot sunny day." "There is a lot of drinking in my town, and people say it is because there is absolutely nothing else to do. However, people love to drink. If there isn't a dance, you drive around with your friends and drink. If you tried to get them to go to a gym and play basketball or something, it would be like trying to separate a mother bear from her cub." "When we were around the age of sixteen we would drive around and always be drinking. It did not make any difference who was driving as long as he was not too drunk. I am from the west end of the Island,

and there is not much to do except go to an occasional dance or hockey game. But the big thing is to drive around with a bunch of people and drink. Everything we did was associated with drinking. This is because everyone else did it. I must admit we had a great time, but it was awful foolish of us. When my friends and I look back at the things we did and what our attitudes were, it is kind of scary to think how the hell we managed to live through it. I do not regret my early years, but I do regret the attitude I held for a long time, which was 'Who gives a shit?' Now that my friends and I are a little bit more mature, we make it a habit to find a sober driver before we go anywhere. But sometimes while we are under the influence of alcohol we still say, 'The hell with it,' and drive anyway."

Most people who do drink also drive afterwards, but they think they have the situation under control. They think they will have no problem driving when they've been drinking. "At the bar I go to, many people do not intend to get drunk. Instead, they just plan to have a few drinks and then drive home." "I asked university students how many drinks they could have in a two hour period before their judgment became impaired. The average answer by males was six, and the average answer by females was four." "In my area there is the general attitude, 'I know I shouldn't drive, but I probably won't get caught, and I didn't drink that much anyway." "I was out in the parking lot after the bar closed. A RCMP patrol car drove into the parking lot, and I heard one fellow say, 'What the fuck are those assholes doing here? Now I'll have to take a taxi!' Time and again I have seen people with this attitude. which is 'It is alright to drive provided you are not too drunk and don't get caught." "Almost no one considers having a drink or two and then driving to be an offense. Instead, they consider drinking and driving to be when a person is not fit to pass the breathalyzer test." People also hold various beliefs, such as if they eat something the effects of the alcohol will be diluted and if they wait an hour or two after drinking, the alcohol will wear off enough so that they are capable of driving. "Many people do not believe it is a crime to drink and drive. They think it is a crime to drink too much and drive, or to try to drive when one is unable to do so." Most people have never been caught for drinking and driving and assume they never will be. They haven't been caught yet, so they think they have every reason to believe they won't be caught in the future. "I felt I never would be caught, because I'd gotten away with it so many times." "At first I was a little bit scared to drive drunk. But after awhile it became easier and easier. Soon I never thought twice about it. I must have driven drunk twenty or thirty times before I was caught." "Once

when I was younger and driving home, I was so hammered I knew I was in trouble and had better get off the road. In the morning when I woke up, there I was parked on someone's front lawn on a main street." "Dad always drove drunk, no matter what anybody said to him. I remember once Mom tried to convince him to take a cab, but he insisted on driving. That time Dad got in an accident and smashed two other cars. Luckily no one was hurt and Dad didn't get caught. To this day, when he drinks, he drives. He works for a couple of months and then goes on a bender. He still has the same habits he always had." Alcoholics are frequently under the influence of alcohol during their regular activities, and this includes when they drive. Also, when one has been drinking, one is less capable of making good decisions as to whether or not to drive.

Many people assume that they will not have an accident when they ride with someone who has been drinking. "I have one friend named Scott. When Scott goes out, he usually drives his car. It never matters how much alcohol he drinks or dope he smokes, he will always drive. Unfortunately we have faith in Scott getting us wherever we are going in one piece, and we have no qualms about getting into the car with him." "Last summer the three of us drove around in the car drunk at four in the morning smashing mailboxes. We did not even think about what might have happened." Also, when one has been drinking one is less capable of making an accurate decision as to whether the driver is impaired, and one is less willing to find another way home.

At the same time many automobile accidents are caused by people who have been drinking. "I have been in two accidents when my friend Philip has been drinking and driving. In one, Philip drove into a parked camper bus. The police caught us and Philip got into some heavy trouble. The other time Philip drove through a stop sign and another car smashed into us. The other car was a write-off." People are killed and severely injured by drunk drivers. Some are permanently handicapped as a result of the injury. Most families have had a friend or relative killed in an automobile accident. According to an RCMP officer, "Drinking and driving is one of the most dangerous things one can do. Drunk or sober, one is never in complete control of a vehicle. If I pull a driver over I may be saving the life of the driver or some other individual he might run into, but if I let the driver go and he has an accident, it will be strongly on my conscience. It's a nice feeling to realize you have saved someone's life." "There are little things that tip off an officer that a driver has been drinking. These include inconsistent speed, having one's window down on a cold day, frequent lane changes, and not driving in the center of the lane." "I have often wondered, and I am sure others

have too, what the chances are of getting caught for drinking if I try to drive home. If you are stopped by the cops and nothing unusual happens, based on my own experiences I think your chances of being arrested are forty percent. Something unusual would include driving from side to side on the road, or someone in the back throwing up, or even a strong smell of liquor in the car. Now this forty percent does not apply to roadblocks when they are really looking for impaired drivers, because this would increase your chances of being caught quite a bit." "You should know your limit, which is the amount you can drink and then drive well enough that you don't make the police suspicious. The difference between being caught or not depends on how smart you are. One time I was pulled over after I'd drunk most of a quart of rum. The only reason I escaped is my passenger had passed out, and I told the officer that I was taking him home." "In my area when someone loses their license for driving under the influence of alcohol, people say, 'He got caught for impaired.' The emphasis is on getting caught, not on being impaired. They think the driver is unfortunate because he got in trouble for something that many people do. It's like getting caught for speeding. They feel sympathy for the driver because the driver loses his license, has to pay a fine, probably goes to jail, and has his name printed in the newspaper." "I was listening to older adults talking about the fact one of their friends had been arrested for drinking and driving. One complained that the RCMP never seemed to be after the young fellas for squealing their tires or speeding, but instead seemed to get awful upset at older people for driving with a little too much in their system. Others in the room agreed with him."

There are many alternatives to driving when under the influence of alcohol. These alternatives include getting a taxi, getting a ride with someone else, having someone else drive one's car home, and spending the night where one is. Often a group selects a designated driver who agrees not to drink at all or to drink very little during the evening and to drive everyone home. The role of designated driver is often rotated among the group members on subsequent excursions. Often a lounge provides free pop to the designated driver in a group. On the other hand, frequently one does not have someone else to drive one home, and one does not want to impose on others. Also, others have usually been drinking too, and are in little condition to take the wheel. One does not want to leave one's car behind, because it will be inconvenient to retrieve. Most people would rather drive their cars home than leave them somewhere else. They don't want to leave them in an unfamiliar place. They don't want them vandalized and in the winter there is a ban on

parking on the street after midnight so that snowplows can operate. "It really is a lot of trouble to get up the next morning, often with a hangover, and worry about how you are going to go get your car." At some parties the participants plan to sleep over and return home after the clean up the next day. At the same time, there is practically no public transportation service on the Island. Most people have to travel some distance to get to parties or nightclubs and have to get back home afterwards. Taxis are available only in a few of the largest towns, and they are usually quite expensive if one needs a ride to a local community outside of town. "I live about ten minutes from a town. If I go to a bar in town it is too much hassle to take a taxi both ways. If someone else is going to the bar, I'm willing to get a ride with them. But I usually end up going by myself. I can't leave my car at the bar when I go home because I'll have no way to get to work the next day. It's only a ten-minute drive, and I'd have to be really loaded not to be able to drive that." Those who are drinking normally do not want to be told that they shouldn't drink any more and that they shouldn't drive. "I work as a bartender. When there are guys who have had too much to drink, I try to warn them to call a taxi and not to drive themselves. But they usually don't listen." "People do not like for you to tell them they've had enough to drink and that you won't serve them anymore. I tend bar and it pays my bills. Young, old, affluent, dirty, male, female, and anything and everything in between. They are looking for something in that next drink that will make them happy for the night. I don't know, maybe it does. Binge drinking is the most common way to abuse alcohol. However, everyone responds differently to alcohol. This makes it hard to tell if they have had too many. Also, people go to other bars, which makes it very difficult to keep track of how much they've had to drink. This creates a lot of pressure for us servers. Drunk people are often good tippers though." "I've been at the Legion, seen one person tell another that the other has had too much to drink, and witnessed a fight start over this. I've also seen a married couple fighting over who is going to drive the car home."

One can lose one's driving license for many different reasons. Each person has 12 points on their license, and these points are deducted on the basis of various offenses. When one loses all 12 points, one's license is suspended. Offenses include leaving the scene of an accident, speeding well above the limit, reckless driving, racing, causing an accident, and failing to stop for a school bus that is loading or unloading children. One of the most common reasons for losing one's license is for driving under the influence of alcohol. The penalties for drinking and driving have increased over the years. At this time the mandatory penalties

on Prince Edward Island for the first offense are having one's license cancelled for one year, getting a large fine, and being sentenced to three or four days in jail, depending on the amount of alcohol in one's blood. Even if a person seldom drinks, if he goes out to a nightclub and has a couple of drinks, he runs the chance of being stopped by the police and being given a breathalyzer test. And if the reading is high enough he will lose his license. The second offence for driving impaired or failing the breathalyzer test (a reading of .08 or higher blood alcohol content) is a three-year cancellation of one's license. Subsequent offenses result in a five-year cancellation. Police recognize cars of past offenders. These are drivers who have been caught for speeding, impaired driving, and reckless driving. The police are more likely to watch these cars and stop whoever is driving them.

In the following paragraphs several cases are reported in which people have lost their driving license. "The first time Darren, a student in my high school, lost his license he was doing brake burns in a parking lot. When the police stopped him, they opened the door to his truck and he was so drunk he fell out on the pavement. Darren spread the word around that he had lost his license, and because he was the first student in our school to do so, this gained him lots of attention. He was considered something of a hero by many students. When he told everyone about being caught by 'the fuzz,' he elaborated. He said the police had given him a black eye, but the truth was he got the black eye when he fell out of the truck. The next time Darren lost his license his parents were out of the province. He spent the night in jail and came to school with a terrific story to tell. He said the jail had fed him crackers and water and his life had been threatened twice during the night. When his parents got back home he didn't come to school for two weeks, and he did not volunteer where he had been. The third time he lost his license students avoided him. One day the police came to the school and took him away with them. It was rumored that he was required to go to Alcoholics Anonymous meetings, but failed to do so, and the police came to take him to an addiction center. He did not return to high school."

"One Friday my parents went to Moncton for the weekend. As soon as they left, my friends and I headed straight for the liquor store. We bought 24 beer, a pint of rum, and a quart of vodka. By nine that night there were forty people at my house and we were all feeling pretty good. At ten o'clock the phone rang. It was Dave. He told us there was a huge party at Stanhope Beach with at least a hundred people. I told him no one was sober enough to drive. Dave said, 'Come on, Eddie, that real hot chick you're after is here.' Then I remembered, my parents had left

their car in the driveway. I was sure they wouldn't mind if I borrowed it for an evening. I told Dave we would see him later. After I hung up I searched the whole house for the extra set of car keys. Finally I found them under my parents' bed. By this time it was eleven o'clock. Ten of us climbed into my parents' compact car, and the rest of our friends stayed at my house. I drove toward the beach at 110 kilometers an hour. There was an 80 kilometer speed limit and my friends told me to slow down or I'd get caught for speeding. Just as I was about to slow down I saw blue and red flashing lights behind me. My heart dropped to my feet. I knew I was in big trouble. Not only was I speeding, but all my buddies had open liquor, the car was overcrowded, and worst of all, I was drunk. I pulled over to the side of the road. The police came to my window and asked if there was any liquor in the car. I had to say yes, because the smell of liquor would kill you. Just by looking at their faces I could tell they knew I was drinking. When they asked, I told them I had had a few beer a couple of hours before. They searched the entire car, including the trunk, under the seats, and in the glove compartment, and they took all of our liquor. Boy, were my friends pissed off about that. A policeman asked me to come sit in his car for a moment, and when I got there he gave me a breathalyzer test. Then he gave me a stern look and said, 'Sorry, but you failed. I will have to charge you with drinking and driving. You're going to have to come with me.' That was absolutely the worst moment in my life. And to think I did this just to see some girl. What a nightmare! I never thought this would happen to me. The first thing that ran through my mind was what my parents would say. They would probably have to come home early from their trip. And if that happened, I'd be grounded forever. When I got to the police station I had my picture taken, answered questions, and filled out some forms. I was in such shock I just wanted to die. Then I had to call my parents and tell them what had happened. Naturally they were very upset. Two weeks later I had to go to court for the trial. I was found guilty and sentenced to the Sleepy Hollow Correctional Centre for three days. I was fined \$200 and lost my license for six months. The drive to the prison was terrible. I felt so much like a prisoner. I was in the van with four other guys and one girl. They all looked like they were on drugs and one looked very tough. I was scared to look at them. However, when we got there the place didn't look bad, and we went into the building, had a shower, and changed into ugly blue outfits. I was then assigned to my cell. My cellmate was also there for drinking and driving. We had hot turkey sandwiches for lunch. After we ate, we could watch TV, go outside and play ball, or sit in our room. About sixteen of us went

outside to play ball. I met a lot of nice people, and it wasn't as bad as I had thought it would be. My parents came to see me on Monday, and they were very angry. My mother started to cry. She couldn't believe her son was behind bars. I told her it wasn't as bad as it looked. My father, on the other hand, didn't feel a bit sorry for me. He said over and over, 'I hope you learned your lesson, young man.' That night I was excited because I knew I was going home at the end of the next day. I spent my last day talking to my new friends. Most of them were less fortunate and had to stay for a year or more. At the end of the day I changed into my own clothes and went around and said goodbye to the guys I had met. When my parents came to pick me up, I was actually glad to see them. I couldn't wait to get home. I'll tell you one thing. Don't ever drive if you've been drinking. It's not worth it."

"My friends and I drove out of town to a party in my parents' car. The party continued into the next morning. Everyone was pretty sloshed, but I felt I was sobering up. I wanted to leave, but my girlfriend didn't want to. She wanted us to stay until she thought I was sober enough to drive. It was about three o'clock in the morning, and I was getting pissed off. I wanted to spend some time with my girlfriend before she returned to university, and I hadn't been alone with her all evening. Finally she agreed to come with me and we headed back to town. The roads were very wet because it had been raining, but I didn't care. I guess I was driving pretty fast because my girlfriend got angry with me and tried to persuade me to let her drive. Being the man, of course I refused. The next thing I knew we were in the ditch. Thank God we had our seatbelts on and neither of us was seriously hurt. But we were stuck inside the car and couldn't get the doors open. I could hear sirens in the distance. When the police arrived they asked lots of questions, and one of the first was if alcohol was involved. I was really nervous and said I had had a couple of drinks early in the night. I was put on the breathalyzer and was well over the limit. The police drove us home, and during the drive my girlfriend wouldn't talk to me. When we got to my house I had a cop on each arm. My parents were shocked. I don't think I'll ever gain their trust back. My license was suspended, and when I went to court I was fined \$1000 and sentenced to four days in prison. I learned a lot in jail. I learned I never want to commit another crime and spend more time there. It wasn't as bad as I had expected though. They had TV and a recreation room, but it's just not the same as being outside. Now I have a record for the rest of my life. I guess now I know never to do it again."

"I was at a beach party in midsummer. About midnight someone started asking who owned a green car. It was my car. I was in no shape

to drive, but my car was blocking another car whose driver wanted out. All I needed to do was back up my car. I didn't want to bother someone else and ask them to do it for me. So I backed up on the highway to let the other guy out, and when I did so I saw flashing red lights and the white police van. As a result I was charged and lost my license."

People also lose their driving licenses for reasons other than drinking and driving. "Lloyd, a close friend of mine, was driving down Belvedere Avenue and saw two guys he knew from work driving toward him. Lloyd swerved out into the left lane pretending to hit them. When he did so the police, who were two cars back, turned on their siren and flashing lights. Lloyd was charged with reckless driving. It was his fifth offense and his license was suspended for two months." "Parents in the neighborhood kept warning me to drive slower. There are many small children in the area, and because of my speeding, parents were worried I would run over one of them. Finally, the police started hanging around our corner and waiting for me to get in my car and drive off so they could follow me. Over the next few months I was given quite a few speeding tickets. Nobody seemed too upset. But when I got the last ticket and my driving license was suspended, everybody knew. Now a lot of the parents won't come into my store. They send their kids instead. They don't even seem the same when I see them on the street. They're friendly and all, but I can feel the tension. I've learned my lesson. When I get my license back I'll never speed again except in emergency situations."

Losing one's license is a very stressful experience. There are many sources of stress involved, including having to tell one's family, public embarrassment, waiting for the court appearance, dealing with a large fine, going to jail, getting a criminal record, possibly losing one's job, and trying to cope without a driving license, such as trying to go places, trying to maintain contact with other people, and being forced to become more dependent on others. "My attention tends to wander when I drive, and I end up in an accident. Because I had too many accidents, I lost all my points on my driving license. I find it difficult to talk to men, because as soon as we start talking about the past or anything to do with driving I withdraw into myself. I know I'm not the smartest person, but I never meant to get in all those accidents. A lot of guys think I'm just a dumb blonde, but with a different hair color. I don't want to be thought of like that. Once I get my license back I think I'll regain some of my confidence." The local newspaper regularly reports

cases in which people have their driving license suspended and identifies the specific charges, such as failing the breathalyzer test, refusing to take the breathalyzer test, and impaired driving. Often the articles in the newspaper are quite detailed and give the name and age of the driver and ample details of what happened. For example, "He was driving well below the posted limit with no lights on, swerving all over the road," "A strong odor of liquor was evident on his breath," "It was his third alcohol-related driving conviction," "He had been spotted in a liquor store showing signs of impairment with a strong smell of liquor on his breath. The eyewitness got the license plate number and followed him," and, "When police officers pulled him over, he was holding an open can of beer between his legs behind the wheel of his car." Such newspaper accounts are discussed in detail by people who know the family, and are embellished by anything else negative that people have heard about the guilty individual and his family. This information is highly embarrassing to the individual's relatives.

Often loss of one's driving license has an impact on one's ability to work. One may have to find an alternative way to get back and forth to work, or one may be unable to do one's job. "When I lost my license I still kept my job. I just had to find a new way to get to work. Fortunately my brother also had a job in town during the same hours I worked, and I was able to get rides with him." "A few of my friends who lost their license also lost their jobs. This is because their jobs depended on operating a vehicle. Two brothers had worked for their father at a delivery service, and both had driven trucks for the business. After they lost their driving licenses, one brother had to leave this work and get a new job in farming. The other took over accounting at his father's firm." "I drove a truck for a company. After I lost my license for drinking and driving, I couldn't find any jobs I could do without a driving license. So I had to draw unemployment benefits." "My summer job was twenty miles away from my home. I had to be at work at four o'clock in the morning, but I couldn't get there without driving a car. So I lost my job."

There are many ways in which one is inconvenienced when one loses one's license. Most people feel that an important part of their freedom has suddenly been taken away. "It is hard to adjust to not being able to jump in the car at any time and go where you want." "Losing your license can be tough. You lose your freedom to go and come as you please." "Since I lost my license, I can't go anywhere freely. I bum rides from everyone I know. Most of them don't mind because I never let them take me anywhere out of their way. But I still feel like a bum

all the time." "I lost my license for three months because I had so many speeding tickets. These last three months have been some of the longest in my life. I have to wait around for people to take me where I want to go. I have to wait for my girlfriend to drive me to work and school and take me back home. It's embarrassing to have to explain to my friends all the time why I don't have my car." "It is a serious imposition on your family and friends to have to drive you everywhere." "When someone in my family didn't drive me, I had to hitchhike to see my boyfriend, who had lost his license. I didn't like the idea of hitchhiking, but I couldn't afford to take taxis all the time. Once I had to hitchhike during a snowstorm." "It's really hard when you live way out in the country and the nearest store is twelve miles away." "I had to drop out of university, because it was impossible to arrange rides around my class schedule." "If you play sports, it is harder to get to practices and games." "Because I was caught for impaired driving several times, I can not drive legally again. My wife has never learned to drive. We sold our car and now my sixteen-year-old daughter is finding it difficult to learn to drive and get her license. She's scared she'll never get it and end up like her mother. I work and live in town during the week but need to get home to my family at the other end of the Island on the weekends. Now I depend on friends for drives to and from town." There are also financial costs. Many people find it difficult to pay the fine. "The biggest problem of all since I lost my license is paying the fine. This is preventing me from saving enough money to get my own car in the near future." There are other costs too. "Taking a taxi to and from work and to go shopping is costly." "When you lose your driving license your car insurance rates suddenly double." Also, once you have a criminal record it can curtail your ability to travel abroad.

Losing one's license also has an impact on one's social relations. "It takes a lot to regain the trust of your parents." "It's fairly bad when you can't drive your girlfriend around. But it's a lot worse when she doesn't have a license either. Both of us are stuck relying on others for a drive." "It is harder to keep your girlfriend if you can't take her places and go see her." "My social life went a bit sour because my self-esteem suffered. I found it awkward asking girls out, because without my license I couldn't pick them up. If I did ask them out, I had to ask if they wanted to drive, which was pretty embarrassing. It made me feel like a freeloader or bum." "When you lose your driving license you get a bad reputation. Many 'proper' people want to distance themselves from you."

Losing one's license can be a repeated source of embarrassment. Having one's name printed in the newspaper for losing one's driving license is a major deterrent. "Everyone I talked to who lost their driving

license was embarrassed at one time or another. Most were embarrassed having their names printed in the newspaper. As a result all their friends and relatives knew about it." "Most families consider it a serious scandal which reflects badly on the entire family. Also, people start to think of the person who has lost their license as reckless and irresponsible." "Many feel it is the end of the world." "I am extra careful not to lose my license because I live in a small town where everyone knows each other. Anyone who loses their license is usually discussed at length by other people. The older members of the community do so at the local grocery store and post office. I hear them say, 'I don't know what those young fellas are trying to prove. They never caught us drinking and driving.' Often when I hear this I'm tempted to say, 'It would be hard to get caught drinking and driving on a horse,' but I always bite my tongue. Usually young people are more sympathetic. I hear them say something like 'Mark lost his papers last week. It's too bad. But better him than me." "The most embarrassing part was when my friend and I went to court. We had gone out one night and gotten totally hammered and ended up wrecking the car. But neither of us knew which one of us was driving; we were that sloshed. The embarrassing part was telling this to the judge." "A friend of mine lost his license on his way home from a bar in Charlottetown. He wasn't stopped by the police because he was driving all over the road; he was stopped for speeding. When the police officer approached the car he could easily tell that my friend had been drinking. My friend failed the breathalyzer test and had to appear in court. He was really scared to tell his parents. His father is a politician and my friend has the same name as his father. My friend knew that if his name appeared in the newspaper in connection with his sentence, people would think his father had been driving under the influence of alcohol and it would cause a scandal. He finally told his parents, and their reaction was that it was too bad, but it could happen to anyone. The big day finally arrived to go to court. As usual, the courtroom was full of nosey people wanting to see who would have to appear. When it was my friend's turn, the judge asked him his name. My friend told him and added the word 'Junior' quite loudly to make sure the reporter at the back of the room would hear it. The judge informed him, 'There is no need to yell. My hearing is good.' When the news appeared in the Guardian, my friend's name included 'Junior.' My friend felt an enormous relief." "The most embarrassing part of the whole experience happened when I was in jail. I had just settled in and was playing cards with the other men when the guard came in, called my name, and said, 'Your mommy called to find out how you are.' Now you don't want a guard telling all the other inmates that your mommy is checking up on you."

There are also the difficulties of dealing with a prison sentence. "Everyone I talked to had a different opinion about their experience in jail. A few didn't mind, but most said they wouldn't want to go back. Someone told me before I went in, 'Get ready for the four most boring days of your life.' Personally, I didn't mind. The jail provides good meals and all the cigarettes you can smoke, lets you watch TV anytime, and lets you play cards, go to the gym, and play softball. People often refer to the Sleepy Hollow Correctional Facility as Hotel Hollow. It's true it's boring, but if you keep busy the time goes faster. But others had bad experiences. When people go in looking scared, the other inmates notice and try to scare them. Normally they put drinking and driving offenders in minimum security, but if all the minimum security cells are full, they put you in medium security. This fellow was sent to medium security. He said that when he arrived, 'A bunch of them were whistling at me. They said they were going to hold me down and take turns on me until I was used to it. I didn't leave my room for two days, except to eat." After jail the next big thing to deal with is paying your fine. The fine for first-time offenders ranges from \$800 to \$1000. Repeat offenders get much higher fines. Some pay them off right away. Others procrastinate and may end up being sent back to jail. "Most of the people I talked to didn't really care whether or not they had a criminal record. Most have only a twelfthgrade education and aren't seeking an office job. As for myself, I don't really know whether having a criminal record will interfere with getting a decent job after I finish university. I hope not."

Losing one's driving license or nearly doing so causes most people to think seriously about changing their behavior because they do not want it to happen again. "You don't appreciate what you have until you lose it." "I thought because I was an adult I could drink as much as I wanted and it didn't matter. But when I was caught for drinking and driving the realization hit me that I couldn't do that anymore, and that my life had to change." "When I came close to losing my license, it really opened my eyes to the responsibilities that go along with it. It also made me look at what being able to drive means to me. I don't want to depend on others to take me to work or out with my friends." "Donnie has been caught for speeding twice. If he is caught again, he will lose his license for one month. Donnie says, 'My eyes always watch the speed, probably even more than the road. The possibility of losing my license is always on my mind." "I learned my lesson. Since I lost my license, I hardly drink at all." "My friend lost his license two years ago. Today he will not even have one beer if he intends to drive. He learned his

lesson the hard way." "I guess you never really see the advantage of having your driving license until you lose it. Believe me, I found out the hard way. It's kind of embarrassing at my age, especially because I was driving impaired. My wife has to get up in the morning and drive me to work. I know she doesn't mind, but she would rather do it under other circumstances. When I look at my kids, I know they think, 'Oh God! Our daddy got caught driving drunk.' It's kind of hard to cope with, you know. Also, with my wife working at home, the fine took a big chunk out of my pay cheques. If I had my license again I would treat it as if it were laminated in gold or something and never want to lose it again." "I tried to quit drinking, but I couldn't stay sober for more than six weeks. The turning point came the fourth time I lost my driving license. In addition to losing my license, I was forced to attend a three-week outpatient program, two Alcoholics Anonymous meetings a week, and a six-month aftercare program. As a result I have been sober for more than four years." Often others who are associated with the person who has lost their license begin to take more precautions so that the same thing doesn't happen to them. "It was graduation week and Caroline went to a party with no intention of driving. She had a bad cold and was taking cough medicine for her cold. Caroline had two beer at the party, but didn't feel any effects from them. Later that night a guy she knew became very drunk and planned to drive home. Caroline offered to drive him. The young man's car was well known to the police because he had been stopped several times before for various reasons. The RCMP stopped Caroline at the end of the dirt road from the party. They gave her the breathalyzer test and it showed she was impaired by a small fraction. She was taken to the police station where she failed the test again by a smaller fraction. Caroline was terrified. The police told her she would be used as an example to others. She received an \$800 fine, a three-day jail term, and lost her license for six months. Today, Caroline will not even touch or smell alcohol if there is any chance she may be driving. She plans evenings well in advance and decides on a designated driver before the evening begins. She has also become very protective of her family and friends. She worries constantly about her younger brothers and sisters and that they may go through a similar experience. Her parents were also very much influenced by these events. Her mother constantly tells her children not to drive if they are drinking, but to phone home so their parents can pick them up. The family is now very open about alcohol. Drives are always made available. When the parents go out for the evening they get one of their kids to pick them up." Nevertheless, there are people who do not change their behavior even after they lose

their license. "I know some people who have lost their license five times and will continue to drink and drive until the day they die. I believe these people should have their licenses taken away permanently. I also know people who have killed another person while drinking and driving. Some of them never learned and never will." #4235

50. Causing others discomfort or pain

People try to get others to do what they want, or to stop doing what they don't want, by causing others discomfort or pain.

When I was a young boy and did something bad, I would run upstairs and hide. Then I'd listen for the kitchen drawer to open and close and for Mom to climb the stairs. She'd open my door, grab me, and smack me on the behind with the dreaded wooden spoon. It didn't happen very often. But when it did, it sure hurt. #4236

My cat is quite vocal when he wants something. My boyfriend doesn't like to hear my cat. So he picks him up, takes him in the bathroom, turns on the faucet, and holds his head under the water to try to shut him up. #4237

The neighbor's family has four children. When the two younger brothers come home drunk from a party or hockey game, their two older sisters give them a lecture. The boys don't like this and usually go off to bed. The next morning their sisters barge into their room and yell and scream that it's a beautiful day and they should get up. It's an awful thing to do to someone with a hangover. #4238

In order to avoid arguments at mealtime, we've established the policy in our apartment that each roommate has to buy his own groceries. One roommate, however, likes to eat our food when we aren't at home. We argued with him about this, but it didn't do any good. So we left tempting foods in our cupboards laced with laxatives, soap, Tabasco sauce, and other distasteful substances. After a couple of encounters with our little traps, he finally got the idea and left our food alone. #4239

I used to live in town and had a small sheltered backyard. One day my young son told me he saw the man next door watching me sunbathe through the thick hedge that separated our yards. A few days later

I actually heard the man, so I turned on the garden hose and aimed it through the hedge. There was a loud cry of surprise. After that I could never feel comfortable in my own backyard again. So we soon moved to the country where we could get some privacy. #4240

51. Forcing

People use force to get others to do what they want. Often this involves pushing, pulling, lifting, or throwing another person.

I was in the waiting room of a hospital clinic and observed parents who brought their children to see a pediatrician. One mother had to hold her little girl by the back of her clothes and pull her down the hall. The whole time the girl cried and screamed at the top of her lungs. The girl kept asking, "Can I go back to the car?" Her mother replied, "Not until vou see the doctor." The girl immediately started screaming again. These screams became louder when the nurse came out to take the little girl in to weigh her and measure how tall she was. The nurse told her, "We'll have to take your coat off," and the little girl screamed, "No, I'm going to the car." Her mother told her, "If you take your coat off we'll go to McDonald's (a fast-food restaurant with a play area for children) afterwards." The little girl was not swayed by bribery and wanted to leave immediately. By this time the mother was just as upset as the child. The mother kept explaining that the child had been to see the doctor before without any problems and she didn't know why the child was so upset. I think the mother was embarrassed by the child's behavior and worried that people would think she was a bad mother. Next the mother had to drag the child off for the examination. #4241

52. Using anger and violence

People also use anger and violence to get others to change their models and behavior. The violence may be verbal, such as yelling or swearing, or physical, such as striking another person or an object.

Bonnie, who is four years old, pushed her three-year-old sister, Jane, off the couch. Jane began to cry, and their mother rushed into the room and wanted to know what had happened. When she was told, she spanked Bonnie and told her not to do it again. #4242

I visited a young couple with two children in their small apartment. They had very little money and the place was dirty and messy. The wife offered to show me around the apartment. The couple's bedroom was small and the bed was unmade. There was a large poster of a nude female hanging on the wall. The little five-year-old boy pointed at the poster and said, "That's Mommy!" His mother gave him a slap on the side of the head and told him, "Shut up!" #4243

I saw a man sawing a board in his backyard. A small boy was standing nearby on the hood of their van in their driveway. The boy repeatedly pulled on the tip of the radio antenna (a metal rod) that was attached to the hood of the van, then let it go so he could see it vibrate back and forth. The man with the saw noticed what the boy was doing and said, "Jeremy, don't do that, please." The boy continued to make the antenna vibrate. The man yelled, "JEREMY! YOU'RE NOT LISTENING!" The boy stopped and leaned against the windshield. #4244

When I was a child I would always walk across the ditch in spring. My boots would fill with water and it would take all the next day for them to dry out. I'd get in trouble for that. Mom would just shout, "You should have known better!" and "What did you think, anyway?" #4245

My friend's parents conduct shouting matches that are legend in the neighborhood. When I was sixteen I'd often bike two kilometers over to my friend's house and turn into his driveway. Then I'd hear yelling and shouting coming from inside his house fifty yards away and turn right around and peddle home. #4246

Several times a week, we hear one of our kids yelling at another, "Get out of my room! Just get out!" #4247

My wife keeps trying to get our cats to change their behavior. She gets upset when the female sharpens her claws on our mattress, and when the male yowls and wakes us up at five o'clock in the morning to feed him or let him out. She scolds the two cats and throws water on them. #4248

I was going down a trail in Yosemite National Park which ran along the face of a steep cliff with a sharp drop on the other side of the trail. It was a popular trail and lots of people were on it. I noticed a family approaching with a small dog on a leash. The dog was clearly scared and didn't want to continue. The man of the family struck the dog. He then

looked around with a smile on his face to see if others were watching. His wife and two children stared straight ahead, deadpan. #4249

My boyfriend's mother is an alcoholic. There are empty and full bottles of liquor in almost every closet in their house. His mother even wakes up in the middle of the night to pour herself a drink. I once walked in on her kicking the family cat. "Get out of my way, you fucking cat," she told it. My boyfriend was really embarrassed. His mother hates to hear anyone curse when she is sober. #4250

After the man next door had a stroke and was hospitalized, his wife was very upset. The family cat peed on the couch and the wife had her put to death. The wife said, "I couldn't have her pissing on the furniture. Maybe she had a stroke too." I think the cat did this because it was upset as a result of the family being upset. #4251

When I get in an argument, I sometimes get violent. I don't hit with my fists, but I throw objects or slam doors. #4252

Nothing works better than anger. When parents get really mad and demand that kids do things, things get done so fast. It makes me wonder why parents bother with other techniques. #4253

When I was little I used to come home from school and tell my parents what I learned that day. One day when I was in the fifth grade I came home from school and said, "Mom, today I learned all about girls' and boys' bodies. I saw a boy's penis." My mother slapped me across the face and sent me to my room, and the next day she kept me home from school. She phoned the principal and must have argued with him for at least fifteen minutes. I remember the word "sex" was brought up several times. After that I thought it was all so bad. When I went back to school the following day, I was allowed to go home before the last class began, which was on sex education. #4254

A guy and his girlfriend were in a bar, and the guy got up from their table and went to the bar to buy drinks. While he was at the bar a drunk guy came over to the table where the girlfriend was sitting. I overhead him say, "Hey sweetheart, you're cute. How about giving me a kiss?" By this time her boyfriend had returned from the bar and heard what the drunk said. The boyfriend stated, "Hey asshole, how about me giving you a kiss right here," and he punched the guy right in the mouth and nearly knocked him out. #4255

A man had been playing at a video lottery terminal for some time in the convenience store where I work. All of a sudden a woman stormed into the store and yelled at him, "Is this where you're gonna spend the whole day?" She swore at him and left. A couple of minutes later he left without saying a word. #4256

I was working for a contractor and we didn't have much money. My wife's sister lived in the next province and she and my wife used to phone back and forth a lot. One evening my wife's sister was visiting us and we started talking about money. I said the phone bills would have to be cut down. I told my wife, "If you cut down the phone bills, I'll use the money to buy our boy a new snowsuit." My sister-in-law just laughed at what she considered a ridiculous idea. I told her, "That's not a joke, and I mean it." She replied, "I'll phone my sister, and she can phone me, any goddamned time she likes." I told her, "Not at my expense." I got up, ripped the phone cord out of the wall, and walked out. #4257

There has been a recent craze of parents trying to buy Cabbage Patch dolls, which their kids want badly for Christmas. These dolls have to be the ugliest things I've ever seen. A few days ago I was at the K-Mart (a local department store) and they had a sale on Cabbage Patch dolls. While I was standing in line at a checkout counter everybody was running around carrying these dolls. Two women were standing in the line in front of me and each was holding a doll. One of the two women asked the other if she would hold her doll while she went to pick up something else, and of course the other woman agreed. No sooner had she left when an older lady appeared and told the woman in the line, "You can't have two dolls." She hit the woman in the nose and grabbed one of the dolls. The poor woman was left with one doll and a bloody nose. A woman standing nearby saw what happened and gave the woman another doll. If I hadn't seen this myself, I wouldn't have believed it #4258

I work for a company that collects overdue payments. Some of the clients are quite unpleasant. One woman sicked her dog on me and the dog tore off a leg of my pants. Another time I rang a doorbell and heard the window open. A woman threw a bucket of hot water at me, but missed. She screamed, "Get the hell away from my house!" #4259

I went to a popular local club with a bunch of friends. It was rather empty when we got there. We had a few drinks and a couple of us got

up to dance. I guess we must dance a little strange for Charlottetown standards, because some people began throwing beer bottles at us. They hit one of our friends and gave him a black eye. What made it worse is that the staff at the club wouldn't kick them out, because they were "good customers." When we left we heard one of the bartenders say we were "freaks." That was the last time I went there. #4260

One Halloween one of my neighbors fired a couple of shots at some kids. The man explained, "What do you do when people are doing something to your house that makes weird noises? What do you do when your mother is eighty years old and starts going nuts?" The families of the kids filed charges with the police. #4261

I work in the local branch of a national discount chain. Each trainee in the store is responsible for a specific department and has to oversee employees and keep the department clean, supplies ordered, and the shelves well stocked. Successful trainees become managers of their own store, but if a department is not well run, the store manager wonders whether the trainee has what it takes. Many trainees quit because they can not take the pressure involved.

The other night I was working in the stockroom when Eddie, a trainee, came in mad and cursing. He started throwing boxes around and saying, "Stupid fucker! What a dumb prick!" "What the hell is wrong with you?" I asked. "That stupid little prick, David." Eddie explained he had told David to arrange a display of Halloween candy neatly so the bars were with the bars, the suckers with the suckers, and the hard candy was all together. The display should have taken David only an hour or two to do, but he spent all day at it, and still had not finished at five o'clock when he left. The manager was mad at Eddie and David for not getting it done, and gave Eddie hell. Eddie was concerned the manager would think he wasn't doing his job and had no control over the employees. When Eddie spoke to me, he had just spent an hour and a half completing the display with the help of another employee. Later I mentioned a football game the employees were having, and Eddie asked, "Is David playing?" When I told him he was, Eddie said, "Well count me in. Because every chance I get, I'm going to get that little bastard." #4262

When I first moved into my Island community I quickly learned who most of the local characters were, with one exception. No one warned me to watch out for Tom, the community bully. I had to find that out for

myself. People are quite reluctant to talk about Tom, probably because they fear Tom will find out they are talking about him. Tom has been a problem from the time he was a boy. One summer when he was sixteen he was riding his bicycle and carrying his rifle. On the spur of the moment Tom decided he did not like the neighbor's dog and took a shot at it. He missed the dog, but almost hit the neighbor's wife. The neighbor went to see Tom's parents, but they wouldn't believe him. When he tells this the neighbor shrugs his shoulders and says, "Oh well, there was no harm done. And you know we have been neighbors for a long time." I soon learned that Tom has Newfoundland dogs, which are very large and wander around the countryside causing havoc. One day he stormed over to my property and told me if my dog ever touched his dogs he would shoot him. I tried unsuccessfully to explain that my dog never left my property, but his dogs frequently trespass on my property. One morning I awoke to find eight to ten steers tramping around my garden. After phoning a few neighbors I learned they belonged to Tom. When I called Tom about them he thought it was a huge joke and said they would come home when they were good and ready. I was able to convince some friends to help me round them up and take them home. They frequently broke out of Tom's pasture and farmers would simply take them back and say nothing. Our community has a party line. One day when I was using the phone Tom came on the line and insisted on using the phone right away. After I established it was not an emergency, I told him he would just have to wait. Later people told me I had committed a faux pas because one did not interfere with Tom over anything, and whenever he wanted to use the phone line people would surrender it to him without question. At agricultural meetings Tom insists on getting his own way. Others usually give in to him or do not include him in their plans. At any social event Tom insists on being the dominant figure. He is a big man and over six feet tall. When his dominance has been challenged he has been known to break a man's jaw or give a few black eyes. On one occasion Tom was creating a disturbance at the curling club and the RCMP (Royal Canadian Mounted Police) were called as a last resort. When the police arrived and saw who was creating the problem they would not get out of their car. In the end someone called Tom's father and he was able to get Tom to go home. When something happens in the community Tom is always out in front. Once a neighbor's barn caught on fire. Tom arrived at the scene carrying his scuba diving gear. He put this on and entered the burning barn. No one tried to stop him. Soon afterwards he reappeared carrying a pig under each arm. #4263

A cousin of ours, Malcolm, plays on the same hockey team as my two nephews, Blake and Fred. The boys are in their early teens. Malcolm was visiting my sister's house and my sister put a cot for him in Blake's and Fred's room. My sister was the last to go to bed, but the three boys were still awake and she could hear them talking in the next bedroom. Malcolm was doing most of the talking, and she paid little attention to what he was saying, until his voice level dropped markedly and she wondered if something was up. Then she heard him explaining to her two sons how to masturbate. Malcolm sang a little song, "Swing your partner to and fro," and he explained that if you masturbate too much there is a danger of "getting the cheeks of your arse sore." Then Malcolm said, "Come over here, boys, and see the great hard on I've got." Blake told him to go to sleep. However, this was not my sister's reaction. "Well, Jesus Christ, I hit the floor. I ran in the room and grabbed him right by the throat and said, 'You dirty rotten little bastard. Who in Christ do you think you are? I want you out of here in the morning and I don't ever want to see your face around here again." As far as I know the three boys said nothing. The next morning my sister and Malcolm did not speak to each other. My sister told my other sister about the incident, and subsequently my other sister no longer allows her son to visit Malcolm. The boys continue to see each other at hockey, but there has been no more visiting back and forth. My sister told me that the fact Malcolm did this and wanted to involve her sons too shows Malcolm is homosexual. I tried to tell her that masturbation is quite normal in children that age and older, but she would have none of it. She stated, "After all, if a person has no respect for themselves by age thirteen or fourteen, there's something wrong. I knew Malcolm was a bit different. I always thought there was something strange going on with him, and that just proves it. He's a gay one." Many women of my sister's age and background think masturbation is a perversion, and not something a normal human being does. It is difficult to guess what the long-term impact of my sister's reaction on the three boys will be. #4264

I am a female, and after I began to dress like a punk rocker, people frequently reacted to me with anger and violence. Once a male friend and I were sitting talking on the lawn of a public building in Charlottetown. A guy and his friends were passing nearby when the guy started yelling obscene comments at me. We ignored him and this seemed to bother him more than if we had replied. He and his friends came over, and it was obvious they had been drinking. They became almost violent as they continued to insult us. One stated, "We don't want your kind on this

Island," and "Where do you get off dressing and looking like that?" Another challenged my friend to a fight. My friend refused but they kept wanting to fight. Then a girl who was with them handed her baby to her friend. I was sitting on a bench and she was so mad she came up and kicked me very hard just under my knee. She was wearing wooden clogs and I had on nothing but shorts. I had a very painful bruise for quite sometime afterwards. I have the same kind of problems in my own neighborhood. Last week I took a walk and about ten different people yelled at me from cars. Another five made comments as they passed me on the sidewalk. At one point some children followed me, called me by name, yelled I was a punk rocker, and wanted to know why I dress the way I do. One group of teenagers followed me around Charlottetown one evening insulting and threatening me. After they started pushing me around I went to the police, but the police never caught them. I have also gotten obscene phone calls from people I don't know. The other night several people in a car started yelling remarks at me and swerved as if to hit me. This has made me quite nervous. #4265

53. Sabotaging

People also "take the law into their own hands." They take action to make it difficult for another person to do or get what he or she wants.

Mom got this stick for spanking my younger brother. Then she gave him a fairly light tap with it for something he'd done. He waited until she was doing something else and he went and hid the stick. Then he told her, "Mom, I hid your stick. You can't spank me anymore." I think he took the stick outside and buried it. You have to hand it to a four year old who'll do that and then tell his mother he has done so. #4266

I began dating someone in the military, who was later stationed overseas. Mom didn't approve, because "You just can't trust those guys." Mom threw his letters away before I could see them. #4267

My son continues to throw his leather jacket and cap on the dining table or on a chair in the dining room. It's because he's too lazy to hang them up properly in the front closet. We've told him not to many times. It's so annoying. Now I just throw the jacket on the floor in the closet, and the cap where it's difficult to find, such as under the couch. This makes me feel better. I know if I hung them up for him he'd never learn to do so himself. #4268

I grew up in the western part of Prince Edward Island, and at that time our family had an outhouse. One day when I was eight years old my older brother and I both had to go to the toilet at the same time. Even though I was a girl, I could outrun him. I got to the porch first and grabbed his boots to stop him from leaving the house. Mom called me back to the house to give my brother his boots. I did so, and then he and I argued all the way to the outhouse over who was going to get to use it first. But neither of us made it in time. We both messed ourselves. Then Mom made both of us wash out our clothes. #4269

Figure skaters share the same dressing room prior to competitions. Often skaters discuss the solos they will be performing, and some try to undermine the confidence of other skaters by talking about the difficult jumps they are planning to do, such as an axel or double cherries. This may influence others to decide at the last minute to include a difficult jump in their own program, which is often catastrophic. There are some skaters who want you to believe they are very good, but who really can't do anything. #4270

I work at a local movie theater. Employees are not allowed to argue with movie patrons or to respond in kind to rudeness. However, they do find some ways to retaliate and feel some justice has been achieved, even if the patron is not aware that this is intentional. For example, if a customer yells at a server at the concession stand to hurry up, the server can move twice as slow. If they don't say please, the server can leave the butter they want off their popcorn. If they don't smile, but state, "Give me X, Y, and Z," the server can charge them for each item separately instead of pointing out that it is cheaper to order the same items in "a combo," or package deal. One man bawled us out because we didn't have any orange pop. He lectured us that his whole movie experience was ruined, because he had just spent tons of dollars buying tickets for his family and now he couldn't even sit down and enjoy an orange pop. He didn't spare the colorful words. Everyone in the lobby heard him and his wife and kids were embarrassed. I guess he was upset because he was used to getting an orange pop when he went to the movies and we no longer provide them. His server at the concession stand apologized profusely and the manager gave him some free movie passes. After he bought something else to drink and left, the manager commented, "Bastard!" His server turned to me and said discreetly, "Wouldn't it be a shame if his cup had a leak?" Sure enough, his wife returned several minutes later to meekly ask for a new cup. #4271

54. Rejecting

People sometimes reject others who do not act consistently with their models.

When we told the landlord that we weren't married, he said he would not rent the apartment to us. #4272

I started dating a man from the Caribbean. However, my parents felt he was not good enough for me. I wanted to take him home for the weekend so my parents could get to know him, but my father refused to let him in the house. So I moved out and went to live with my sister. The man and I continued dating and eventually married. #4273

My husband left me for another woman, and we were divorced. Afterwards, I returned to Prince Edward Island with my daughter to live. We went back to our former church, but the minister told us we were not welcome there. It was because I was divorced. #4274

I work in a clothing store in a shopping mall. One evening when I and another girl were working, a man walked into the store. He stood out because he was singing very loudly to the music that was playing in the background. Then he started dancing around and asked us if we wanted to see his Ninja moves. Next he asked for our names, but we were not about to give him our real ones. Then he told my co-worker that she had really big ears and he told me I was short. While he talked he sprayed a huge amount of cologne on himself. Eventually he left. Later I heard he was banned from the mall because of inappropriate behavior. #4275

People may also fire employees, leave mates, and disown children.

It is really difficult finding good employees for a business. Often they are too lazy, too slow, or dishonest. It seems to take forever for them to learn to do things the way you want them done. You'd think they'd realize if you're paying their salary, you have the right to have them do things your way. Sometimes employees just can't seem to do this, so you have to fire them, or else you give them fewer and fewer hours until they find work elsewhere. Then you have to start the whole cycle over again, and hire and train someone else who will cause you a whole new set of headaches. #4276

Some bars want the female bartenders to wear revealing clothes. The customers love to look, and the ladies love the tips. At the bar where I work, one of the bartenders, Emily, was called up to the office. None of us knew what the problem was. When she came down the stairs, Emily was crying. She explained the boss had told her that if she didn't start wearing clothes that were more attractive she would lose her job. That day she was wearing a wool skirt and an angora turtleneck sweater. Emily is a stubborn type, so she refused to "stoop so low" and change her attire. So she was fired. Now me, the way I look at it is, why should I care if I have to wear sexy clothes? Women have been doing it for years! #4277

I hired a grading assistant with a Master of Arts degree for my university courses. However, when he graded my students' essays, he was very strict. I told him I wanted him to be more lenient, and he argued with me. I said it was my course, but he felt he was right and I was wrong. So I had to fire him. #4278

I first tried drugs when I was sixteen. A few of my friends were doing it, so I thought, "What the hell, I'll give it a try." That was just the beginning. A friend of mine had a car that we called "Smokey." Only a few people knew the real meaning of the name. Every afternoon we'd drive Smokey down to a local lounge where there were dealers up and down the stairs waiting for customers. We had a regular dealer who knew us by name. We would select a different drug for each weekend. One weekend we'd do marijuana, the next hash, and once in a while we'd go for a real good trip on acid. This went on for a couple of years, and I was doing drugs every damn day. It was getting to be such a downer I knew I had to stop. Everybody at school called our clique "The Burnouts," which started to piss me off. I tried stopping every weekend, but it didn't work out. Then one day everything happened. I can remember it as clear as can be. Some friends and I were sitting on my couch rolling a joint. We had just lit it and had gotten a few good hoots out of it, when in walked my mother. The three of us just sat there. Shit, what were we supposed to do? The joint was lit; there was no way out. Mom freaked! She kicked my friends out and then she told me to pack my bags and hit the high road. That was when I realized how much that shit was ruining my life. I lived at my friend's apartment for awhile, trying to pull myself together. But when you're in the eleventh grade, what can you do? One Sunday afternoon, I packed my things and headed for home. I can remember walking up my steps wondering whether I had messed up for good or if my parents

would help me. My father answered the door and helped me carry my bags in. That was the beginning of my long struggle to freedom from drugs. #4279

When I joined the Catholic Charismatic Renewal movement I had the idea that all that mattered was God. I didn't care about my husband, my kids, my home. Nothing but God. I didn't care if supper was ever on the table or if there was a biscuit in the house. I only wanted to pray. I went strange. Men are deep thinkers; they can handle the movement. But women are more intuitive; that's why it hits them so strange. I lost all interest in my husband, my family, and my home. I couldn't understand how they could ignore their obligations to God and just live so much for their own needs. Oh sure, they went to Mass and my husband even came to the Renewal meetings with me, but it wasn't enough as far as I was concerned. Finally one day my husband said, "I don't even know you any more. You're not the same person at all. I don't like what I see happening to you." And he walked out. I didn't know if he was ever coming back. That night I cried a lot and I prayed a lot too. I realized that if I didn't smarten up, I was going to lose everything that really mattered to me. Then I just decided to change my ways. I knew I could still serve God and hang on to my family. #4280

I got pregnant in my last year of high school. When I missed my period two months in a row, I decided to tell my parents. I needed help and they had always helped before. One night I sat them down and told them. They both hit the roof. Dad told me to pack my fucking bags and get the fuck out. I couldn't believe this bull. They'd always said I should confide in them if I was in trouble. Dad kept yelling at me, "You were raised better than that!" My mother said I was a disgrace, and "I'll never be able to show my face." My parents gave me three days to pack all my stuff and get out of their sight.

I left. I had never thought my parents would react like that. I was seventeen and had nowhere to go. I wanted to finish school, but I couldn't support myself. I was totally out of sorts. I knew I wanted to tell my grandmother before anyone else did. I called her and she told me to come over right away. I went to her and didn't leave. She understood and was a pillar. She was so mad at my parents she could hardly speak. Boy was she hot under the collar. Her own flesh and blood being treated like this. Gram called my parents and gave them hell. I have never heard her use such language, but she was tough. She told them I was going to live with her. She screamed, "I would never turn my back on family, no matter

what." Dad was still pissed off. My mother was glad I was safe, but nothing else changed. She told Gram that they would never forgive me. As far as they were concerned, they had only one daughter, my younger sister. She would never do such a thing to destroy the family name. But if I was old enough to do such things, I was old enough to handle it on my own.

I stayed with my grandmother and finished high school. I got a job for the summer, and afterwards had my baby. If it hadn't been for Gram, I would have been out on the street without even a high school education. It has been a rough couple of years. My parents still don't talk to me and Gram doesn't have anything to do with them. I only hope if my daughter gets into this situation, she will come to me. I would never treat her the way my so-called fucking parents treated me. #4281

Frequently people plan to replace those they reject with someone who is more compatible with their way of doing things, i.e., their models.

The landlord of the apartment house where I live allows tenants to have a cat, but not a dog. The couple in the apartment below me told the landlord they had a cat, but later he learned they actually had three. Then they got a dog without asking his permission. He told them they had to leave, and he rented the apartment to someone else. #4282

The great majority of the taxi drivers are male. I get varied reactions because I am a female driver. One elderly man opened the door of my cab, took a look at me, and immediately shut the door. #4283

The couple in the apartment upstairs from me moved out, but left a few items in their apartment to pick up later. A tenant from a different apartment in the building entered their apartment and took several of the items they had left there. Later when the couple reported this to the landlord, the landlord told the tenant he would have to return the items and move out, or else the matter would be reported to the police. The tenant moved out and the landlord advertised the apartment. #4284

55. Excluding

People attempt to exclude certain individuals and groups. People do this with others who might disapprove of, criticize, object to, or interfere with what they are doing.

I needed to recruit some males for my ballroom dancing class, so that the single females would have someone to practice with. One male was very interested in helping, but he usually had bad breath, so I discouraged him. Another male was eager to come, but I knew from previous classes that he was more interested in picking up girls than in dancing. So I discouraged him too. I needed more males, but they had to be acceptable. #4285

I share an apartment with three other guys. We have a group agreement that we can borrow each other's shirts, sweaters, and jackets, with the exception of what a person considers "special clothes." We say that we have "a community closet." The problem is that Thomas, one of our roommates, has bad body odor and smelly feet. When Thomas wants to borrow something we use various excuses to prevent him. We tell him, "I was just planning to wear that," or "That's on my list of special clothes." Often this is untrue, but it does stop him from wearing our clothes #4286

I wanted to buy and move into a condominium. I realized I could afford a much nicer one if I got my adult daughter to join me and help pay for it. We went and looked at several places together and afterwards talked about what we liked and didn't like about each one. Then my daughter told me how she wanted to decorate it. Apparently she wanted to use modern furniture with minimal decoration on the walls. She wanted no antiques and very few pictures. I realized her style of decorating was so different from my own that the place wouldn't seem like my home. I decided I would rather get a smaller place by myself that I could furnish and decorate my own way. #4287

People may also try to exclude competitors who threaten their resources.

When I decided to start teaching dance at night, I needed to find a suitable room that was large enough and had a wooden floor and mirrors. There was an excellent provincial facility that was used in the afternoon by another dance teacher. But she told them she didn't want me to use the facility, and they accepted her recommendation. There was also a large recreational facility owned by the Catholic Church. Again, there was another dance teacher already using one of the rooms in the building a couple of nights a week. He didn't want me to teach, and he successfully blocked me from getting space in the building. Therefore I had to look elsewhere. #4288

The Canadian medical profession seeks to prevent doctors from other countries from practicing in Canada. They make it practically impossible for doctors who are not trained in Canadian medical schools to get recertified in Canada. #4289

56. Doing things for others

People frequently do things for others in order to gain their cooperation. People may do so in order to gain resources or to establish and maintain a relationship with others.

There are many times when my washing the dishes, vacuuming, or making supper have made the difference between getting the family car on a Friday night, or having to stay home and watch TV by myself. A favor here and a gesture there help me reserve the car for a certain night. #4290

There are not many people who have been helpful to me. Therefore I really appreciate it when someone is. If I can find something nice to do to express my appreciation, I want to do it. Also, you never know, the person may find additional ways to help me in the future. #4291

57. Rewarding

People also reward others or promise them rewards for doing what they want them to do.

Parents frequently tell their kids, "If you're good, I'll take you to McDonald's." McDonald's is a fast-food restaurant with an inside playground for kids. #4292

Last weekend, I made some cookies, and my four-year-old brother said he wanted one. I told him he could have one after he ate his dinner. Then he went to Dad and asked him for one and Dad said, "When you eat your dinner you can have one." Then he cried, because he didn't want to eat his dinner. He just wanted a cookie. I told him, "No way. You're not having any." And Mom said, "No, you've got to eat your dinner." Then Dad went to the cookie jar and reached in and brought out four cookies. Dad told him, "OK. You can have these when you eat your dinner." But he never did eat his dinner. He just got the cookies.

I told Dad, "You're not training him. You're just spoiling him rotten." Dad turned to me and said, "I did it with you; I can do it with him. Don't tell me you didn't get cookies when you were a kid." #4293

We often have to bribe my nine-year-old sister to get her to do what we want. I was making dinner and baking two cakes, and I asked if she would help me. I wanted her to fix the vegetables and take out the garbage, but she told me, "Not right now. I'm playing the piano." Then I told her if she helped me, she could put the icing on the two cakes, and she agreed to help so she could eat the extra icing. When Mom wanted her to go to the Christmas fair at our church, she was undecided. Then Mom said she'd give her some money to do her Christmas shopping if she went, and my sister decided to go. #4294

I've set up a rate of payment with my two kids to reward them for making good grades in school. They get a dollar a point for each grade that is 90 or above, and an additional two dollars a point when their cumulative average is 90 or above. I reward the cumulative average too, because I don't want them to concentrate on the courses they are getting high grades on and let the others slide. It's good for them to learn that rewards follow from getting good grades. #4295

There's a good reward system in my high school. If you keep your grade above 75 and don't miss many days of class, you don't have to write the final examination in that course in June. That means you could get out of school for the summer on the first of June instead of in the middle of June. As a result you study a great deal to try to get high marks and you keep going to classes so you don't miss too many. In the last two years I only had to write one or two finals every year. #4296

My son enters poster contests because of the cash prizes. Thus far he has won \$50 for a poster honoring veterans and \$100 for a poster on bicycle safety. #4297

I can control my eating during the week, but I can't on weekends. My boyfriend told me that if I lost ten pounds by the end of spring, which is three months from now, he'd give me one week's worth of his salary. I'd like nothing more than to be able to have my bathing suit on, stick out my hand, and tell him he owes me the money. #4298

Every one of us kids was expected to do our share of chores at home. Whoever was around was expected to do it. If you did the chores they asked you to do, you'd get to go someplace. All of us kids liked to go out. When they'd take us for Sunday drives, we'd fight over who got to sit by the window or in the front where we could see better. It was always fun to go for a drive. I loved to go. Therefore, it was worth your while to stay around and do the chores. So if I was grumping because I had to get the wood and everyone else was just watching TV, Dad would say to me, "Once we get this finished, I'm going down to the harbor. You can come along with me." So I'd rush and I'd do it and I'd not let on to the others. They'd think I was just going out for another armful of wood and then the first thing they knew I'd be gone off with Dad. Now if you were watching TV and hiding from doing chores and somebody else was doing the wood, you'd hear the car leave and know you missed out because you didn't do the work. This didn't happen all of the time, just some of the time. #4299

Kids often enter 4-H at about age ten. If you are still active in 4-H when you are sixteen years old, you can apply for a trip. So a lot of kids will stay in 4-H until they are sixteen or seventeen just to get the trip. These are all-expenses-paid trips. It may be a trip across Canada and nine people go on that every year. Another ten from the Island went up to Toronto for a conference. Then there are major trips, such as to Washington, D.C., and for a couple of years they gave trips to France for farm exchange students. Each year they give a major trip like that to one individual in every province in Canada. They interview you and want to be sure you will be a good representative for the province. The majority of kids who stick it out until sixteen get a trip. Everybody in our club got a trip. They pay for airline tickets and hotels; everything but your spending money. It's a great way for many kids to get their first trip off the Island. You travel with a group and you're taken care of and you get to see things. But you're only allowed to take one trip. #4300

I work as a server in an Italian restaurant. There are a number of duties that must be performed before we open, and the first person to arrive starts to perform these duties. These are vacuuming the floor, cleaning the bathroom, putting money in the till, setting up the wine display, and ironing the tablecloths. After these duties are done the tables are checked for missing items. In order to encourage us to get there early and do these duties, the owner of the restaurant assigns the first table to be waited on to the first server to arrive. The second table goes to the second server to

arrive and so on. This system works well, because we all work for our tips and the more tables we wait on the greater our tips. Occasionally the owner also rewards the first to arrive with a free pasta dish. #4301

I started a business with a partner. After a few months I realized my partner was stealing cash from the business and forging cheques. I had to pay him thousands of dollars for his share to get him completely out of the business, and it took a long time to get back on my feet again. #4302

Politics in the country differs considerably from city politics. If you're not familiar with local politics you may be surprised when you go to the polls at the community center and both the Liberal and Conservative party workers offer you five dollars, ten dollars, a drink of moonshine, or a pint of rum. Or the candidate may come to your house and say, "Do you want your road paved?" "How about a grant to improve your barn?" "I'll get you this, but if I don't get in you won't get it," or "Do you want your welfare taken away?"

The candidates make a couple of door-to-door visits in the community. They leave pens, pencils, and pins and ask how you're doing and they tell you what they're going to give you. Promises! Promises! "You've got a dirt road. OK. There's three houses on this dirt road. We will pave it to the end of your house, if I get in." Dirt roads turn to mud at certain times of the year and are practically impassable. Or they'll say, "Your lane is paved now. We got you that single-lane paving project." Or, "You had the snowplow job last winter." They've done something for you, and it's expected you'll support them. The Liberals have been in power for a number of years now, and last election the local Liberal candidate threatened everyone who had welfare. He said, "I'll take it from you." Most people who are on welfare are too ignorant to realize the politician didn't really give it to them in the first place, and they don't realize he can't really take it from them once they're getting it. Also, last election older people were told they could have their pensions cut off. But you can't cut a person's pension off. However, no one wants to take a chance of losing their welfare or their pension. I feel sure the Conservatives wouldn't hesitate to do the same things, like threaten to cut off welfare or pensions, if they were presently in power.

People will ask, "Well, why did they get the single-lane paving project?" And the response is "What do you expect? They're good Liberals." My family already has a phone connection and our road is

paved. But then we could always use something. We don't have a singlelane paving project, which would give us a paved driveway between the street and our house, and we'd like to have a housing grant. What you get depends on who you support. Unless you're so middle-of-the-road that no one knows what your party is. But Mom and Dad feel that's really not the right way. They want to support somebody. They're not looking for handouts. The Liberals said to one of my brothers, "Well you worked on the sand truck (spreading sand on the roads in the winter). Who are you going to support?" And my brother replied, "I'm going to work for the Conservatives in the polls." And they got right upset, and said, "Well, look, we got you this job on the sand truck." But my brother gets the job every year because he's the only one who'll do it. He's not worried, because he doesn't care if he works on the sand truck or not. It's a pretty miserable job. The Liberals got upset with this brother when he did work for the Conservatives, and with another brother when he drove Conservatives to the poll, because they thought we had gotten our fair share of things, like the sand truck job.

There's a lady who lives at the end of one of the dirt roads. She's a staunch Conservative and has been a Conservative all her life. So the Liberals payed a three-mile stretch of her road for the other occupants. but stopped short and left the remaining quarter of a mile to her house unpaved. As a result she has to park her car at the end of the road and walk through the mud. Her husband was deathly ill for a long time, and they had trouble getting ambulances down for him. They thought he could die down there and there'd be no way they'd get him out. But what's a quarter mile? How much pavement does it take to do just a quarter mile? I'm sure they dumped that much. When they finished up, they just dumped the excess in the woods. So I thought the Liberal representative was pretty dirty. He doesn't realize that if he did some nice things for the lady and paved the road, he might get her vote no matter how staunch a Conservative she is, because she would look at him with more respect. She also wanted a phone installed, but they refused to put it in. They installed it for the other occupants on the road, but they wouldn't put it into her house. If a candidate doesn't think he'll get your vote, then forget it, you'll not get anything from him. Then when the Conservative candidate was elected, he got her the phone. Everything's political in the country.

People know how most people are going to vote. Each family is usually a strong supporter of one party or the other, and the children normally vote the way the parents do. There are some people who wouldn't vote for the other party if their own candidate was the Devil

himself. Also, at election time there are very few people that I know who won't sit down and talk about politics when people visit. They look the candidates over and tear them apart. There's a buildup to election in our house. Both sides of the issues are discussed. And people are coming and going and asking, "What do you think of this?" Lots of people go to the rallies and openly support the candidates. Both parties know who Dad votes for because he expresses his opinion. Dad's out all the way through the campaign trying to prove to you that the Conservative guy's better than the Liberal guy. This year Dad and Mom went to a couple of Conservative parties because they knew the candidate, found him interesting, liked him, and were supporting him. And he was a friend too. So they went to his rallies and parties and they bought tickets for his dinners and stuff. They even went to his victory party. The political parties assume that the rest of us vote with our family. But they can't be absolutely sure. Like one of my brothers and I came home from Charlottetown and voted. They must have wondered about us. We never attended a political rally, nothing. There was no way they could be sure. They didn't know who had talked to us, because we lived in town.

The candidates know who will support them. They know who the good, strong Conservative and Liberal families are. The Conservative candidate can come to Dad and know Dad will support him, and that Dad will tell others about him and help him out, such as tell the candidate who he should visit and what he should do and not do. However, Dad has voted for a Liberal before. He thinks you vote for the man, but he says most of the Liberal candidates are duds. But one time he really wanted the Liberal candidate to win. Dad said the Liberal would do a good job. Then after the Liberal candidate won Dad realized he wasn't doing a good job. Dad says he wouldn't vote for him again even if he ran on the Conservative ticket.

If you want to get elected you have to pour lots of money into your campaign. It goes for liquor and propaganda. Five dollars here and ten dollars there. And you hold big parties with lots to drink. And dances for the kids with the top Island rock band, and free chips and chocolate bars and pop. As teenagers we would go to the dances held by both parties. I'm sure this sways votes. If I were a teenager and had just moved into the area and wasn't really political, I could've been swayed. If you took me out and gave me a pint of rum and persuaded me how good the candidate was, I'd probably go in and vote for him. Of course, I'd probably be half-looped by the time I voted. Election days are fun. At the polling station you can get anything you want to drink. There's more liquor going around. Dad usually has this happy little glow on election

day. Everybody stops in at home for a drink or to give him a drink. Dad had two or three bottles given him this last election. It's all been bought at the liquor store by the candidates. Also, one of the elected representatives lives nearby. So he's in the community expecting support and making public appearances. He starts to read in the local church just before election time. He only reads around election time and at Christmas and other times when the church is full.

People put up lots of campaign signs, and people tear down signs for the parties they don't support. You have to put them up high, out of reach. They got an extension ladder and put the sign for the Conservatives almost at the top of the light pole near us and it never came down. Sometimes people will use the other party's posters for target practice, or write over them, and do stuff like that. It's very childish. But see, it's something you can get away with in the country. I can go and nail some posters on people's houses, and if there are no other houses nearby, nobody will see me do it. And what do you do with those rolls of stickers? They give you so many, and you've got to do something with them. They give you twenty-five bumper stickers and you just have a ball. When we were fifteen and sixteen years old, we used to plaster cars with bumper stickers at election time. It's mostly the kids who do this. We'd do it to someone that it would upset. Our principal at the high school ran for the Conservatives a few times. So he'd often go out and find his car covered in Liberal stickers. We'd go to the Liberal candidate's car and put Conservative stickers all over it. Or we'd put a Conservative sticker on his car bumper while he was in church and he wouldn't notice and would drive down the road with the sticker on. Supporters do other things too. We are on a party line, and during elections every time the phone rings for our place somebody puts a radio up against the phone. They know which party we support, so someone from the other party wants to make sure no phone calls come through. #4303

58. Giving positive reactions

People also give or promise others positive reactions in order to get them to do what they want. Their positive reactions include smiles, laughter, interest, respect, recognition, admiration, praise, and gifts of resources.

Mom tells my younger brother, who is four years old, "Now a big boy like you, you're not going to cry like that. Big boys don't cry." Or, "You're a big boy. You can put your own shoes on." Or, "You're my big

boy. You can go out and help Daddy in the field today, eh?" And when he accomplishes something, like putting on his shoes, she'll say, "Just look at what my big boy did!" And he'll come and show you, and you'll praise him and tell him, "Go show your older brother what you did." And my older brother will praise him too. #4304

We try to encourage children at the daycare center where I work. If the child colors a picture or builds a castle out of blocks, we say, "Wow! That's great," or "Did you do that all by yourself?" If a child misbehaves we explain why this is wrong and the child is encouraged to act in a better way. When children make a mistake the daycare workers don't insult the children or ridicule them. For example, if a child colors the back of a sheet of paper instead of the picture on the other side, one of us will say, "Why don't you try coloring the other side? It really looks pretty." When one of the children does something right, he or she is always praised. And when children help "the teachers" in some way, they are always thanked or told how nice they've been to help. We also give the children hugs for good behavior and good deeds. #4305

I figured she was up to something when she walked through the door with a smile on her face and gave me a hug. #4306

My sister is very self-centered and selfish. She is friendly to my daughter when my sister needs a babysitter or a drive to town. I point this out to my daughter, but she doesn't listen. #4307

I visited a home for severely retarded children. I watched one girl, about nine years old, learning how to set a table. She seemed willing and anxious to learn. When she picked out incorrect eating utensils to put on the table, the staff worker would be harsh with her. When she put the correct ones in place on the table, the staff worker gave her plenty of praise. When the girl was praised, you could tell she was pleased by the smile on her face. #4308

When you're sixteen the most important thing is how many people you know and how popular you are. When I went to high school I had a lot of trouble making friends. I'd had more friends in junior high, so I was worried something was wrong with me. Then at a party someone gave me a couple of beer. I'd never had beer before and quickly became drunk. Suddenly I knew all the right things to say and do and I became

the hit of the party. That Monday at school I had a new bunch of friends. From then on I'd go out on weekends and I drank so much I could hardly stand. Everybody liked me when I was drinking because I was funny and bright, and I thought this is great. I became very popular and got lots of dates. Also, my marks improved. I was very happy. I knew I was drinking too much, but I was scared to stop. When I was sober, even if I was at school, people didn't react the same to me. Then a friend convinced me to stop drinking so much. So I stopped going to parties and many of my new friends quit talking to me. But I really needed my friends, so I started going to parties and drinking again. The only way I could keep my friends was to act like them. #4309

It's hard to sit home and study when all of your friends are heading down to the bar or lounge. You want to be one of the gang, so you let your friends twist your rubber arm and away you go. #4310

Our son has been using the dining table downstairs for a desk and keeping his music player there. When he studies he gets mad if anyone else makes noise downstairs. We keep telling him that other people have a right to make noise downstairs, so he should study upstairs in his room. One reason he doesn't study in his bedroom is that his desk is completely taken over by a computer he never uses. He said his sister could have the computer, so my wife and I went up to his bedroom and moved the computer off his desk and into his sister's room. Then my wife straightened and cleaned the desk so it would appear more attractive to him. His sister started boasting about how high-tech her room looks with the computer in it, and our son felt he should compete. So he carried his music player from the dining room and spread out the speakers on his bedroom desk to make it look high-tech too. I went in and praised his arrangement and then got my wife to do so also, just so he will be more likely to stay there and out of the dining room. It seems to be working, because now he studies in his room every night. #4311

I am as nice as can be with my girlfriend's parents. I always chat with them for a few minutes each time I visit. Occasionally I take my books over on a weekday and study there. This really impresses them. I know I've had an impact, because they invited me to fly to Montreal with them over the spring break. They even offered to pay two thirds of my ticket. #4312

Coaches are supposed to use praise to encourage those they work with. This helps a coach gain the trust of athletes, and it gives athletes a positive outlook on their abilities. When you tell kids they are doing great, their attitude toward you improves immediately. They also concentrate on what they are supposed to learn, instead of fooling around. If they don't hear positive encouragement, they tend to lose interest. Most kids in gym work harder if they are praised. But there are some who think that praise means there is no room for improvement and that they don't have to try anymore. #4313

Sucking up is common in sports. I was on the hockey team in high school, and at the start of the hockey season many of the veterans tried to get in good with the coach. The ones who succeeded became starters, and the champion brownnoser was appointed captain. There were better players on the second and third lines, but the starters always received more playing time than anyone else. Sucking up is also evident in karate. Everyone must work their way through the different colored belts until they receive a black belt. Many people are extra nice to their instructor so he will test them sooner or simply give them their next belt. My friend, who was in karate for four years, says, "There are guys walking around out there who have their black belt and should only have a brown one. There are blue belts that are much better than some brown and even black belts. It's all politics, and it depends on how well you know your sensei (teacher). Most don't deserve what they have." #4314

Before I entered university many knowledgeable adults told me that in order to be successful one must let the professor know that one is in their class. Other students must have heard this too, because I find more brownnosers in university than I ever imagined could be. There is one young lady, for example, who works on all her professors. She told her calculus professor, "Calculus is harder than I expected, but you make it really enjoyable." The professor lapped this up. He loved it. In biology she laughs at every little joke her professor makes and asks at least three questions every class. The professor now calls on her to answer questions. But some professors see through this. She asked her chemistry professor, "Sir, why are the pi bonds called pi bonds, and the sigma bonds called sigma bonds?" The entire class could see by the expression on the professor's face that he felt this was just an attempt to draw attention to herself. He answered, "Because that is what they are called." One graduate told me, "When you reach fourth-year science, that's all you see. Brownnosing. Brownnosing. It's enough to make you

sick. There is so much competition that it may be necessary, but I don't think it is right." #4315

I always compliment this girl in my class on how smart she is, so she will let me copy her notes. #4316

I work at a gourmet restaurant and one of the customers, an older gentleman, started freaking out because he wanted his steak cooked more. He said to take it back to the kitchen and tell the chef it was unacceptable. Now the problem is that the chef is the owner, and he tells us, "If they are being assholes, kick them out. Who cares about the money! Tell them to get the hell out of my restaurant!" So I took the steak back to the kitchen and told the owner that the customer was enjoying his meal immensely, but wondered if it would be too much trouble to cook the steak a little bit longer. The owner grumbled a little bit, but complied. #4317

I work as a waitress in a restaurant. The main goal of a waitress is to get tips from customers. Waitresses learn which types of customers do and don't leave tips. In my restaurant the types of customers that usually do leave tips are steady customers, employees of other restaurants, older couples, families, and parties. When a waitress thinks she will get a tip from a certain table, she spends much more time at that table making sure everything goes well with their meal. She will be very friendly and polite and will smile a lot. If there are any small children at the table, the waitress may take extra time to talk to the child. On the other hand, there are customers who seldom tip. At my restaurant a waitress knows she is unlikely to get a tip from teenagers, college students, and children who are not accompanied by adults. Therefore she spends less time at their tables. She will serve their food, ask if everything is alright, bring them their bill, and say goodbye. But she will not waste time being overly friendly. Also, if customers are rude, the waitress will serve them and try to get rid of them as fast as possible. Nevertheless, you must not let your customers realize you are giving more of your attention to one table than to another. When a waitress has a table of boys her own age, she may spend extra time with them and use her charm to try to get a tip. Sometimes guys who would not give a tip to a waiter will break down and leave a tip for a waitress. When a waitress has more tables than she can handle, she may ask another waitress to help her. However, she usually gives the tables with the poor tippers to the other waitress. On occasion waitresses will squabble over who will wait on certain types of customers. #4318

You have to tell employees "Great job!" or "Keep up the good work," in order to let them know they are doing their job properly. If you don't, they will start to question themselves, or they will start to think that it does not matter whether they work hard or are lazy, because management doesn't notice anyway. One of the managers where I work just walked around criticizing and picking at the employees. She was quick to point out their faults, instead of their good points. As time went on employees were definitely uncomfortable in her presence and began to resent her authority. The other managers had the respect of the employees, but she didn't, #4319

It is common sense that the more your boss likes you, the better your chances are of getting a raise or promotion. Employees may take their boss out to dinner or for drinks, or just shower him or her with compliments. This is what I did. I'd been working in my uncle's dairy business for many years without an increase in pay. Finally the bills became too much for me to handle. I started working longer hours and kept hinting to my uncle that money was getting scarce. After weeks of being extremely helpful and considerate, I took my uncle out for dinner and asked him for a raise. I got it. #4320

There are three different churches, or religious denominations, in our area. When somebody moves into the community there's a big rush to find out what church they belong to. The ladies from all the churches will go visit them when they first move in and take all kinds of baked goods and be nice to them. Then the family can't say, "I'm not going to the Catholic church because the Catholics aren't nice to me," or "I'm not going to the Protestant church because the Protestants aren't nice to me." The ladies kill themselves until the family selects one church or another. The same thing happens when there's a mixed marriage. If the wife belongs to one church and the husband another, the ladies of those churches will do everything possible to get both parties to go to their church. They'll say, "Why don't you bring your husband to church?" or "Why don't you bring your wife to church?" Eventually one member of the couple will go to the other's church. Then the church that loses out gets their nose out of joint. After that the visits from the losing church stop. One lady who had recently moved into the community commented. "I can't understand everyone coming to visit me. They always come and bring all this, and I haven't baked anything in ages. And every time I'm sick they are down with flowers and everything." Then when her husband went to church with her, the women of the other denomination

never came back. The lady said, "I don't really understand what they're doing. They don't come to visit anymore, but they used to come every week." One couple lived in the community for almost two years before anyone knew exactly what religion they were. They were a little bit on the atheist side, never attended church, and never talked about it. My family is Protestant, and unfortunately my family is as bad as the others. Mom tried to be friendly with this couple, like she was good friends with the lady. I'm sure Mom was trying just as hard as the rest of the ladies to find out what their religion was. Another lady got the priest to go visit this couple, just to check it out. That's when they found out they were Catholic. Then the Catholics fell all over themselves to try to get them to come to Mass. And even then the family didn't really go to church that much, just at Christmastime. #4321

59. Rewarding third parties

People often use rewards to encourage certain behavior in others. When people see others rewarded, they frequently engage in the same behavior in an attempt to obtain the same rewards. The presentation of rewards is usually given considerable publicity, and recognition may occur at special dinners and ceremonies, before and after performances, in newspaper articles and photographs, and in television interviews. The rewards themselves may vary from money to positive reactions. Well known rewards include the Nobel Prize in science, the Pulitzer Prize in journalism, Olympic gold medals in sports, Academy awards in the film industry, and various medals for heroism in the military. Many organizations and institutions provide rewards. For example, the educational system recognizes attendance, high grade averages, and excellence in teaching and research.

When I was a kid I went to church camp for several summers. The camp lasted two weeks and on the last night they gave out awards, such as to the cabin which won the most sporting events and the cabin that was cleanest. Then they announced they wanted to give out special awards to individuals who were especially thoughtful of others. For example, one award went to a camper who picked up pieces of glass on pathways so people wouldn't cut their feet. I had never thought about this before, and it has stuck with me. Here it is fifty years later and I still remove objects on stairs, in halls, and in ice rinks that could cause people to slip

and hurt themselves. I also pick up nails and glass on roads that could cause a flat tire. I certainly don't do so to get an award. I think I do so to define myself as a good person. If I failed to do this I would feel bad about myself. #4322

60. Trading off

In order to get others to do what they want, people do things for others. Frequently the nature of the exchange is openly stated.

When my little sister wanted to stay up late to see the music special on TV, Mom told her, "OK, but only if you have all your homework done. And you must get ready for bed first, and have your pajamas on and your teeth brushed. And you must go to bed as soon as the program is over." That was fine with my sister, because she really wanted to watch the program. #4323

My sister told me, "If you want to stay over and have your friends over too, you'll have to clean my house. I'm letting you stay; it's the least you can do." #4324

Cathy, my eighteen-year-old sister, came home from a friend's house and told Dad she needed to talk to him about something *really* important. Dad rolled his eyes, as though he had heard this a million times, and asked what it was she wanted. Cathy said that she and three of her best friends had just learned that their favorite band (and she said favorite with much drama) was playing in Halifax in two weeks time. She told Dad she and her friends had arranged to stay at the apartment of one girl's sister. She also explained how they would get and pay for the tickets and that they would not have to miss any school, because the concert was on a Saturday night. Then came the catch. All their plans were made, except how to get there. The parents of the other girls all had conflicts and needed their cars, and the girls did not have enough money left over to take the bus. So Cathy wanted to take Dad's car. Dad just looked at my sister for a while. Then he said, "I'll have to think about it." Cathy told him they needed to know as soon as possible so if they couldn't go they could still get refunds for their tickets. She also told him how responsible she was, and if he let her take the car she would be so careful and forever in his debt. Dad said he'd let her know the next morning before she went to school. The next morning Cathy flew down

the stairs and into the kitchen. She told Dad how responsible she was and how much she loved him. Dad told her to sit down. Then he stated that he knew how responsible she was, and if he talked to the parents of the other girls and it was OK with all of them, then she could take the car for the weekend. However, he had a few requirements of his own. He said in order for Cathy to pay him back she would have to do yard work for the entire weekend and do the dishes every night for a month. In addition, if anything happened to the car, she would have to pay for it out of her own pocket and face a very long grounding. Cathy threw her arms around Dad, said he was the best, and ran out the door to school. #4325

Some people try to make an exchange with God. For example, "If You help me with this exam tomorrow, I will go to church every Sunday." #4326

61. Being nice

People act nice to others in order to get what they want.

I have a retail store and my chief competitor is in the same block. Fortunately for me he is unfriendly with many customers. He has signs in his store that regardless of who they are, customers are not allowed to touch his better merchandize. He suspects everyone of shoplifting. and he will not let customers bring food and drink into his store. He is notorious for being rude. One very good customer of ours asked him about his better merchandize, and was brusquely told, "You can't afford it." Another was dragged out of the bathroom in the store while he was peeing and told, "The toilet is for staff only." He also gets into shouting and swearing matches with customers and these are continued out of his store onto the street. Some of his staff are friendly, but others are very unfriendly and do not help customers. My way of thinking is this is very stupid, because every business depends on pleased and satisfied customers who want to return. I try to create obvious differences between his store and ours. I want us to treat all the customers well. We are very nice and friendly. We let people bring food and drink into our store. We let people handle all the merchandize, and allow people to use the store's bathroom. We assume people are honest, let them carry their bags into the store, and do not worry overly about shoplifting. We try to help each

customer and are very cooperative with special needs and requests. As a result, we have many customers who tell us they much prefer dealing with us and will not go back to our competitor's store. #4327

I think it is a very good idea to have good relations with your supervisor's secretary. She can get you in to see your supervisor right away when you have a problem, tell you what is going on, and put in a good word for you. I'm always very cordial with my supervisor's secretary. I ask about and listen to her problems, and I give her a small Christmas gift to show my appreciation. #4328

A number of Canadian and foreign tourists come to Prince Edward Island every summer. There is a very short tourist season which lasts about two months, but it makes a big difference to the local economy. When more tourists come, local businesses do well, there is more summer employment, and everyone has more money to spend in the local economy. It is in everyone's interest to bring more tourists to the Island. Therefore it is in everyone's interest to help the tourists have good experiences while they are here. I go out of my way to be friendly and very helpful, and I think everyone else should too. These tourists may decide to come again, or they may tell other people they had a good experience and encourage them to come to Prince Edward Island too. #4329

The Vietnamese use an expression, "Sweet honey kills the fly." In order to control house flies they put out a dish of honey, and the feet of the flies become stuck to the honey. This means if you want to convince someone, you have to be sweet, soft, and gentle, and you'll most likely get what you want. But if you are mean and aggressive, you won't succeed. #4330

People also try to be nice to others in order that others will think well of them and not say bad things about them.

I work in a convenience store. We have to deal with all kinds of customers and I hear what staff at my store say about them. This has changed the way I behave when I am a customer in other stores. I am especially polite and always say "please" and "thank you," and I never get annoyed when others cannot serve me. I just do not want to be known as "that asshole who just came in." #4331

62. Making amends

People try to make amends when they do something which can hurt their relationship with someone else. They do this to maintain or restore the model that they want others to have regarding them. Normally this model is that "This is a good person."

One day my dad got mad at my boyfriend. Dad was having a bad day, was late for work, and when he went to take a shower, my boyfriend was in the bathroom and didn't come out. Dad blew his top. I got very upset and pointed out that if it had been my sister's boyfriend, Dad wouldn't have lost his temper. I have always felt Dad loves my sister more than me, and this was proof. Dad was bothered by what I said and he apologized to me for his behavior. This was a real surprise, because Dad never apologizes for anything. This was so unusual I realized he loves me as much as he loves my sister. #4332

63. Threatening

People commonly use threats to get others to do what they want. People employ numerous threats, ranging from chores to fines. They frequently threaten to take away another's resources.

When I was between the ages of six and twelve, my parents forced me to go to church every Sunday morning. I would have to put on my suit and wait at the end of our driveway for an ugly green bus which picked up the kids. I hated to go so much, I often had tears in my eyes. But my parents knew how to persuade me to go. The first few years they threatened that if I didn't go, I'd have to stay in my room all day, I couldn't go to the church picnic, and I couldn't be in the church play. This worked very well because I really wanted to go to the picnic and be in the play, and I certainly didn't want to stay in my room all day. But as I got older these things didn't matter to me as much. But by this time I was active in the church group for boys, the Brigades. This was similar to the Boy Scouts. All my friends belonged and we played all our favorite sports and went on camping trips. So my parents said if I didn't go to church I wouldn't be able to go to the weekly meetings of Brigades. This threat was even more effective. However, when I was twelve I lost interest in Brigades. My parents guit threatening me, and I no longer went to church. #4333

In high school, kids were often pressured to have parties. If word got out that your parents were going out of town, watch out! They'd be on you in two minutes like a pack of hounds. Somehow my so-called friends found out my parents were going on a trip. They said everything they could to get me to have a party, such as "C'mon, everyone else has one. Now it's your turn." They even threatened not to invite me to any more of theirs. So, like a fool I had the party. Everyone thought it was a great success, except my parents. There was more damage done in that one night than I'd ever seen done before. There were liquor spills on the furniture, cigarette burns in the carpet, and beer caps in every conceivable place under the sun. Two months later we were still finding remnants of that party. The guys cared only about the party, not how much shit they got me in. They did things at my party I've never seen them do before or since. I sometimes think the only reason they wanted me to have it was to get me in trouble. #4334

Paul, an older boy that I knew, asked if I could round up a group of my younger friends to play him and his friends at street hockey, and I did so. Our game was tied when Paul took a shot and claimed it went in the net. I saw the shot and knew he had missed the net completely. Paul argued with me that the ball had gone into the net and out a hole, and everyone else gathered around not knowing what to think. Paul asked the others, "Are you guys going to listen to this sook, or do you want to play another game?" Then he yelled, "If you're with him, fine! Then leave! I didn't ask you guys to play anyway." Only two of my friends left with me. The others continued to play Paul's way. #4335

Mom wants to know what I am thinking. But I don't want to tell her everything. Next she'll claim I'm not communicating with her. Then she threatens if I don't tell her, she won't let me use the car for a week or two, or ever again. #4336

After Billy said he was going to quit school, his parents, relatives, and friends all lectured him on the importance of an education. His parents even told him they'd kick him out of the house if he quit school. In the end he decided to stay. #4337

I am confined to a wheel chair, and when I moved into my apartment there were mice and insects in plain sight. I complained to the landlord about the condition of the apartment. The landlord told me that if I informed the authorities he would evict me. #4338

A girl I know is kind of bad, so she isn't happy with the strict rules her parents have set up for her. Recently she started telling them that she's going to move out. She's very young, and her parents would do anything to prevent her from leaving. They even told her they'd be less strict. #4339

My daughter needs a new set of photographs to use when she auditions for film and theater roles. I think she should pay more attention to her appearance, and I told her I wouldn't send her money for the photos until she changes her hairstyle and starts to wear eye makeup. #4340

My brother and his wife live in Toronto, and my daughter moved to Toronto to go to university. Then my daughter got a new boyfriend whom she seemed serious about. However, she never took her boyfriend with her when she went to dinner with my brother and his wife. I wanted my relatives to meet her boyfriend and to tell me what they thought of him. But my daughter said her boyfriend wasn't comfortable about meeting them. I finally told my daughter we weren't going to send her any more money for rent and food until my relatives had met him. She took him with her to my brother's place the next weekend. #4341

Friday nights are the worst time to watch television at our house. My mother thinks she is the boss and on Friday night she likes to watch the soap opera, *Dallas*. But occasionally there is a National Hockey League game on TV and my father and brother compete against my mother for control. *Dallas* begins at nine o'clock and ends at ten o'clock. During the commercial breaks my father or my brother changes the channel to the hockey game, which infuriates my mother. Mom tells Dad, "Ed, change that channel back or you can iron your own shirts from now on," or "If you don't smarten up, I won't cook any meals this weekend." As a result Mom always wins. This happens every Friday night, and you'd think they would have learned how to deal with this by now. #4342

I work at a grocery store, and we had "an indoor special" on ten-pound bags of potatoes. This meant that the sale was good only until our supplies were sold out. A man came in after they had all been sold and wanted to buy two five-pound bags of potatoes for the sale price of the ten-pound bag. The produce manager wouldn't let him have them at the sale price. The man argued with him, but the produce manager wouldn't give in. Then the man went to see the store manager. The store manager didn't give in either. The man stormed out of the store yelling, "I'll never

shop in this store again," which embarrassed the managers. However, one week later the man was back in the store shopping as usual. #4343

When I started my new job I found I got along well with Alice, my employer. Alice always treated me fairly and praised my work. However, the other employees told me that Alice never allowed them any time off. Even when they were sick she made them come to work. I found this hard to believe. After a couple of months, I became sick and couldn't come to work. Alice called my house every day to see if I really was sick and if I could go to work. I returned to work after a few days. I thought everything would be fine, but Alice refused to speak to me. However, she did tell me that if I planned to miss any more time, I might as well quit. This really upset me, but I promised not to miss work again. #4344

When I was fourteen, I was hired to work at a fish-and-chips stand for the summer. I worked by myself and had to wait on customers, cook food, handle cash, keep enough food in stock, and clean up. The first few weeks were not bad. Because the boss never came around, I had the place all to myself. I cleaned when I felt like it and closed up early if I wanted. But the day the boss came by everything went wrong. Two deep fryers did not work and customers had to wait longer for their food. Customers became impatient, and the boss sat in a corner and watched every move I made and did not say a word. I knew if I didn't work faster the boss would give me shit. But the faster I worked the more mistakes I made. I mixed up customer orders and spilled the ketchup all over the floor. Then the boss began to give me "helpful hints." He complained that the customers had to wait too long, but he didn't take into account that two deep fryers were broken. I couldn't cook the fries any faster, but he didn't care. All he was concerned with was pleasing the customers. He examined the kitchen like he was looking for gold. I've never seen anyone so picky. There was an empty bag lying on the floor, and somehow he found ways to complain and growl about it for more than fifteen minutes. I mean what was the big deal? He said bags should be kept clean because they might come in handy sometime. I asked him, "What in hell could you use them for?" He told me to watch my lip or I'd be taking a walk. For the rest of the day he kept threatening me. "You better smarten up young lady and do a better job, or I'll find someone else who can." He must have said this ten times. The more he complained, the madder both of us got. For a moment I thought he was going to tear the place apart. Many times I wanted to tell him off so bad, or just haul off and sock him one. But because he was the boss and I

wanted to keep the job, I had to be nice to him. Before that day, I thought I was doing a fairly good job. When he left he stated, "You better do a better job, because I'll be back to check on you." I don't think I've ever been so glad to see someone leave. #4345

I felt I had no reason to go to the alcohol addiction center. But my boss told me that if I didn't go I would lose my job. #4346

After I separated from my wife I met another woman and started living with her. One day I went over to my wife's house when she was at work and picked up my VCR (video cassette recorder). That evening my wife walked into our place and took the VCR back. She was furious, and didn't even knock or say hello to the people there. As soon as I learned what she'd done, I called her and told her if she didn't bring it back within an hour, I'd stop paying child support. She brought it back. #4347

You are allowed to travel with liquor in your car if the liquor is inaccessible because it is in the trunk. It's when you put the liquor on your back seat and open it up that the police will take it from you and fine you. And if you've been drinking and it's noticeable, the police will take you in for a breathalyzer test and you could get a large fine and have your license suspended. There are a number of bootleggers in or near most communities. The bootleggers buy their liquor at the government liquor store and then charge their customers more. Some claim that you actually save money if you patronize the local bootlegger, because you don't have to pay for gas to drive to the distant government liquor store plus you have less chance of being arrested, because the police watch people around liquor stores. On weekend nights after a dance, police frequently set up a breathalyzer and catch a couple of drivers. If you've been drinking at a dance it's best not to drive if the police are stopping and checking all the drivers. You should try to get a ride with somebody else and leave your car there. Often you don't know where the police are and they try to surprise you. But sometimes they park the breathalyzer on a street where it is very noticeable in a town. They do this to warn you to get somebody else to drive for you. They stop the drivers and they only test you on the breathalyzer if they think you've had too much to drink. You wind down your window and they shine their light in your eyes. They may ask to see your driving license and car registration and insurance papers. Sometimes they lean closer and ask, "Are you drinking?" or "Got any liquor in your car?" One time the policeman asked if we had any liquor and my brother said, "No, but if I

can find some I'll give you a drink." Occasionally they make everybody get out of the car and they search the whole car from top to bottom. Lots of people pass through and are really loaded but never get stopped. But they are taking a real risk. It's a serious setback to lose your license, because you usually need to drive yourself to and from work each day. #4348

A threat may be made to cause a person additional effort, or to force the person to repeat their effort.

You've had that bag of books sitting in the hall for the longest time. You should take them where you'd planned, or I'm going to put them back on the shelf. #4349

If you don't clear your stuff off the table, I'm going to do it myself. #4350

People also use physical threats to change another's behavior.

One night my grandmother was babysitting us. At that time we only received two channels on TV. Grammy wanted to watch Front Page Challenge and my sister wanted to watch what was on the other channel. The rest of us were cheering my sister on, because none of us wanted to watch Front Page Challenge, which dealt with current events. In the end Grammy and my sister were roaring at each other. Finally Grammy chased us all upstairs to bed. She had a wooden spoon in her hand, so no one argued with her. By the time Grammy got her way, Front Page Challenge was over. #4351

When I started high school some of the guys gave me a hard time because I am part native. One time four guys had me cornered in the boys' washroom and were about to beat me up. Just then Arnold, my "brother" from my adopted family, walked in with a few of his friends. Arnold told the guys if they wanted me they would have to go through him first. Thanks to Arnold's height and size, the four guys backed off. #4352

Over Christmas I helped my brother with his oil deliveries. We were filling a tank at one house and several nine year olds kept jumping on and off the truck. My brother screamed at them to get away from the

truck. They said, "Fuck off, or we'll beat the shit out of you!" My brother walked over to the kids and said, "If you don't get off that truck, I'll beat the shit out of you and half your ancestors." The kids ran off. #4353

I was in the high school bathroom, when a girl walked in and everyone stopped talking. Another girl walked over to her and said, "Look, you slut, if you ever go near my boyfriend again, I'll kill you!" The girl didn't say a word, but turned around and walked out of the bathroom. #4354

When I got home I found a guy there with my younger sister. This guy is not very nice at all, and my sister is only sixteen and quite innocent about men. The guy acted annoyed to see me and I told him to go home. After he left, Sarah, my other sister, arrived. When I told Sarah who was hanging around our younger sister, she was furious. We got in the car, and Sarah drove it as fast as it would go to his house, roared up his drive, and just ran to his door. She grabbed him by the shirt collar and told him if he so much as came near our sister again she would castrate him. I clearly heard her say this. The guy called up a few times and was very apologetic on the phone. But he didn't have anything more to do with our sister. #4355

Some friends and I went to a party. One of the guests, Ted, was drunk and quite loud and obnoxious, and the host didn't know how to shut him up. People were trying to watch the World Series on TV, but Ted kept roaring and blocking our view. We didn't know Ted, but we finally got him to sit down. One of my friends, Steve, sat and stared at Ted with a very serious look on his face. Ted asked me why Steve was staring at him, and I explained Steve had been a patient at a mental institution, and had just gotten out of a maximum security prison where he'd been held for assaulting a police officer. Ted said we were kidding, but we managed to convince him we were telling the truth. Then Steve asked Ted to come over and sit next to him. Ted was reluctant, but finally complied. Ted tried to talk to Steve, but every time Ted said something, Steve took the opposite position. To help our practical joke along, we asked Steve when he had to go back to the mental institution and whether he was still on medication. Ted stayed very quiet for the remainder of the party. #4356

There are certain things that I will not accept in my family's house. When people cross that line I have a temper. One night Albert, this man who lives in our area, was drunk and was mouthing off at Mom. I picked

up an axe handle before I went in the house. I'd just had enough of him, and I told him if he didn't leave I'd hit him with it. I scared him right out of his trees. After that he wouldn't come in the house. He'd ask Dad, "Is Janie in the house?" And if I was in the house, he'd say, "No, I'm staying outside." #4357

I work at a bar and one evening a drunken man was incredibly rude and obnoxious to the other customers. So the male bartender cut him off. The man said he had a gun and was going to put a bullet into the bartender's belly if he didn't give him a beer. We called the police, and they told us later the guy was wanted by the RCMP. Another time a female bartender was working, and she told a woman to leave the bar. The woman fired a large ashtray at the bartender, just missing her head. When the bartender told her again to leave, the woman told her to go fuck herself. #4358

One day at school, Linda, a close friend of mine, unexpectedly asked me to stay over at her house. I thought this was a great idea. When we arrived at her place her mother was in the kitchen pouring herself a glass of rum. She filled half of a water glass, and then drank it straight. Linda and her mother exchanged quick glances and neither said a word. I softly said hello to Linda's mom, but she didn't reply. When we were in Linda's room I asked if her mother was in a bad mood. Linda said her mother had just paid the bills and had no money to buy a new dress. I pointed out that this seemed strange, because her mom had just opened a 40-ounce bottle. Linda snapped, "Yeah, Mom always has money for booze." I asked if her mother drank a lot, and Linda said, "Just like a fish." I could tell Linda was upset and I suggested that I leave. Linda insisted I stay and said everything would be OK. When Linda's dad arrived at home, her mom flew into him for not helping to pay the bills. He defended himself by saying he had just made the latest payments on their cars. Then the two got into a big fight over money. We overheard all this while we were upstairs. When Linda went downstairs I followed her. When we entered the kitchen her mom had taken a butcher knife and was threatening to slice her father's throat. I couldn't believe this was happening. Linda yelled for her parents to stop, but they told her to "Fuck off!" Linda's mother looked at me and said I should leave. I left and walked about three miles to get home. Later that night Linda phoned me and said she was sorry I had to see this. I sensed that Linda was afraid and I invited her to come to my house to spend the night, but she didn't accept. #4359

I work at a telephone answering service. Telephone calls to businesses, doctors, lawyers, oil companies, fire departments, and others are forwarded to us after normal working hours and on weekends. We do not tell people we are an answering service. Instead we take the callers' numbers and notify the parties they want to reach that they have calls. Some of our clients want to be paged when they have a call, but others do not want to be paged and call in periodically to see if anyone has called. Many callers do not accept this and want to talk directly to the party they are calling. I get told off at least once a day by an irate caller. Some are simply rude or insulting, but others are threatening. For example, one man called the cable service and told me, "The cable TV is not working in Montague." I replied, "If you give me your name, number, and address, I'll try to get a service man out there as soon as possible." He responded, "If you don't send a service man out right now, I'll rip the fucking wires out myself," and then he hung up. Another man called and asked, "Could I speak to Dr. Taylor?" "No," I said, "I'm sorry the doctor is not in at the moment. Can I take a message?" "Could I have his home number?" he asked. "I'm sorry," I told him, "I don't have that number." "I know you have that number. Now give it to me or you'll be sorry." I explained that I didn't have the number and there was no way I could get in touch with the doctor, but if he'd leave a message the doctor would return his call. The man retorted, "Look, you bitch, either you give me his number or I'll kill you!" I told him I was sorry but there was nothing I could do. "It's your life," he stated and hung up. #4360

I was driving a taxi one morning and the roads were so icy all the traffic was moving at a snail's pace. One fare, who was a dental assistant, told me she was in a hurry to get to work. I put my foot on the gas and the car spun around on the ice. I had the right idea. After that she decided she was not in a hurry after all. #4361

In the 1960's I worked in a bank in New Brunswick. One Friday afternoon a man entered the manager's office and told him he was robbing the bank. At first he wasn't taken seriously, but this changed when people realized he had a gun. The robber had the staff get behind the counter and up against the wall. Meanwhile customers were still entering the bank and the robber sent them to join the staff. One older lady didn't understand what was happening, and was determined to get her cheque cashed while a taxi waited outside. The robber told her several times to get to the back wall and she finally did so when he stated, "If you don't want your fucking head blown off, move it to the back." The robber

had overlooked a secretary in an office, and she called the city police. The secretary was told she had called the wrong police station, and she would have to call the station that was responsible for her district. When she reached the correct police station they sent one rookie to the bank. The rookie walked in and yelled at the robber to hold it. The two began to fire at each other and the robber was shot in the neck as he tried to leave the bank. It was a miracle no one else was hurt, but a lot of damage was done to the bank. #4362

Some threats involve getting the other person in trouble.

When I was young and wouldn't do what Mom wanted, she'd tell me, "Just wait until your father gets home. He'll take care of *you*!" #4363

My sister told me, "If you don't let me borrow your sweater, I'll tell Mom you wore her new shoes without asking." #4364

I took my ex-husband to court for failing to make child support payments. He told me if I don't reduce my claim, he'll tell the court that when we lived in Alberta I drew unemployment benefits while I was working. #4365

I live in an apartment house, and one of the tenants puts her bags of garbage out in the hall instead of taking them outside to the garbage bins. She's just lazy, and as a result the entire hallway stinks of garbage. Last week I went to her door and asked her to take the bags outside so they wouldn't smell. She claimed they didn't smell, but she said she would take them outside. Last night I came home from work and she had a number of bags of garbage outside her door again. Once again the hallway stank. I went to her door and asked her to take them outside. We got in a heated argument. She told me her garbage doesn't smell, and that I should open the outside door of the apartment building if I thought the hallway smelled. I said because it was winter we need to keep the outside door closed. Otherwise the heat will flow outside and the landlord will waste too much heating oil. She told me not to bother her again about the garbage. I asked her, "If you don't think the garbage smells, why don't you leave it inside your apartment?" We were practically shouting at each other. I finally said if she continued to do it, I would talk to the landlord. Later she came to my door and apologized. I think she is concerned the landlord might tell her to move out. #4366

A threat does not have to be mentioned if one knows there is a possibility a negative action will be taken.

One night at a dance I got drunk and picked up a girl who on a scale of one to ten would fail to register. Donald is the only person who knows about this, and from that day on he's held it over my head, just ready to drop it if I step out of line. #4367

64. Threatening third parties

People also threaten to do things to third parties if others do things that they don't like.

I don't care if other women nurse their babies in public. But if my wife ever tried to do it I would kill her. She knows better than to do something like that, anyway. At least she has a bit of class and that's why I married her. People would think she is, well, "easy," if they saw her taking off her clothes whenever she felt like it. And to think of another guy *looking* at her would absolutely kill me. I wouldn't want other men looking at her boobs and getting excited. I'd punch them out in a second. #4368

65. Taking their resources

People take or attempt to take various resources from others. Others may or may not know the resources have been taken.

My sister and I love to watch the afternoon soap operas, but we usually missed our shows because we were at work or at school. Then our family got a VCR (video cassette recorder) for recording television programs, and we would set the controls to record our favorite programs so we could watch them in the evening when we got home. However, when our brother could not find his tape for recording music videos, he would take the tape we were using. So we would come home and find our soap operas replaced with his music videos. This meant trouble. #4369

My female friends and I dressed up on Halloween and went out to a club. I was dressed as Donald Duck, and one of my friends, Trudi, was dressed as a monster. At one point during the night I went to the bathroom. When I got back to our table, Trudi told me someone had stolen her tail while

she was dancing. She knew she must get it back, because it belonged to her little sister. We all watched the dancers closely for some sign of the missing tail, but without success. Trudi finally persuaded me to get up on the dance floor with her to help look for it. Finally she saw a dancer with a tail. She went over and grabbed it, proclaiming it was hers. The person turned around and glared at her and said something I didn't hear. Trudi turned to me, embarrassed, and I began to laugh. Later she told me she was very glad she was wearing her mask, because she was obviously mistaken about the tail. As we left the dance floor I discovered the elusive tail lying on the floor. #4370

I have a container for donations on the front counter of my store. The container is labeled "Children's Wish Foundation," and is to help grant wishes to children with serious health problems, such as terminal cancer. Customers drop change in the container, and I noticed recently that it was half full. I thought to myself that it had been some time since a representative of the foundation had come to collect it and replace it with an empty container. Then this past weekend I realized the container was missing. Someone had come in the store and stolen it. It's hard to believe that someone would steal charitable donations for sick children. But then again people regularly steal items that are left outside charitable thrift stores, such as the Salvation Army, after closing hours. People even steal items which cost almost nothing when they are at yard sales. #4371

There are many instances of people who act quite unreasonable and try to take advantage of businesses. One patron at a movie theater demanded more and more extra butter on his popcorn even though he was warned that the bag might leak. When the butter got on his pants he sued the theater for ruining them. At one dress shop customers were able to sign out dresses overnight to help them decide if they wanted to keep them. However, sometimes the dresses would be returned with a stain or tear and smelling of cigarette smoke and alcohol. The women would deny they had worn the dress and claim the stains or tears were already there. As a result the shop changed their policy and no longer allows women to sign out their dresses. At a paint and wallpaper store women would tear whole rolls of wallpaper off their walls and return the used strips in plastic bags and demand their money back because they didn't like the way it looked on their walls. Men would mix cans of paint together, try to return them, and lie through their teeth that a salesperson had promised that they could get their money back. This is despite the fact the policy

of the store was "You mix it, you keep it." At a final closing-out sale, despite the sign "All sales are final," a customer tried to return a half-empty bottle of wallpaper remover that she had finished using. When the store refused to refund her money, she left screaming, "No wonder you're going out of business with service like this!" #4372

66. Controlling resources

Normally those who control resources determine what happens and what others do

When we have extra workers around the farm with appetites like horses, what I do is fill them up with bread and mashed potatoes. Then I bring out the more expensive, fancy stuff. #4373

At home the person with the remote control for the TV has the most power in the room, because that person determines which channel we watch. It is a source of conflict, because without it you can't watch what you want. My family uses all kinds of tricks to try to get it from the person who has it. Dad will say, "Hey, look at that!" Then when I look, he grabs the remote. There are certain things you just do not do, if you know what is good for you. I dare not grab the remote from my older brother, unless I want to get beat up. But my father can take it from him. The only time I have control of it is when I'm the only person at home. The remote is also used as a reward. My brother will say, "I'll let you have it if you go get me a glass of cold water." #4374

Most people are dependent on others for certain resources. They frequently have to accommodate themselves to the plans and wishes of others in order to continue receiving these resources.

If you don't do things the way your supervisor or company wants you to, you put your job in jeopardy. Once they start thinking that you don't fit in, they start thinking about doing without you or replacing you. #4375

Since my younger brother got his driving license he feels his weekends have improved one hundred percent. Before this he had to cope with the age-old problem of traveling with others. When someone else is driving

you have to do what they want to do. Also, you can't decide what time they go home. If my brother was at a party with his friends he couldn't stand up and say, "Hey, let's all go home now." Instead he had to leave when the driver decided to leave and this was often later than my parents wanted him home, which got him in trouble with my parents. But now that he is driving he has much more say in what they do and when they go home. #4376

People use their control of another person's resources to get the person to do what they want. Sometimes they give others resources only as long as others do what they wish.

My father told me the only way he'll pay for my university is if I major in engineering. So that's what I'm studying. #4377

On Halloween a friend and I dressed up as Bonnie and Clyde, who were famous outlaws during the Great Depression in the United States, and we went out to a club. However, when we tried to get into the club the bouncer who controlled the entrance made us leave our toy machine guns with him. This ruined the effect of our costumes, because without the guns no one knew who we were supposed to be. #4378

When others do not do as they want, people frequently remove the resources they normally provide them with.

Parents often take things away from children to get them to act the way they want. When Matt started acting up at the circus, his father took him home and he did not get to see the rest of the show. His father asked him, "You will not pull that stunt again, will you?" When Philip failed to cut the grass, his father told him, "You can go to your bedroom and no TV for you tonight." And when Kent continued to swear, his mother grounded him. She told him, "Until you learn to watch your language, you'll stay home at night." #4379

My parents always gave me money to help pay for my living expenses. But when I started to live with my boyfriend, they objected and cut off the money. #4380

My roommates and I commonly borrowed each other's clothes. As long as we asked each other first, things were fine. But then individuals

stopped asking and adopted the attitude, "What's yours is mine." We started having arguments over clothes, and sometimes we quit talking for days. One of our roommates now locks her clothes in her closet when she's out of the apartment. #4381

My daughter keeps taking the VCR (video cassette recorder) away from the upstairs TV to use it with the downstairs TV and then neglects to bring it back. So when we want to record something upstairs we have to go downstairs to get the VCR. I've spoken to her about this several times, and I finally told her she couldn't use the VCR for a whole month. That worked well, because since then she's brought it back upstairs every time. #4382

We told our son he couldn't have a party at home while we were out of town, but he went ahead and held one anyway. When we got back we told him that as long as he was dependent on us, he would have to accept our rules. To punish him, we cut back on what we give him. We told him he couldn't have any parties at home, and for the next three months we stopped giving him an allowance, didn't let him use any phones at home, and wouldn't let him bring any of his friends into the house. #4383

My father has a serious drinking problem and my family has tried everything to get him to stop. First we tried to convince him that his health was suffering, but this didn't work. Next we made him feel sorry for what he was doing to us as a family, but he continued to drink. Then my brother, who was helping Dad on the family farm, tried to persuade him how much the farm was suffering. But Dad really didn't care. Dad squandered all the money drinking and was forced to sell the farm.

His adult children, who had homes and families of their own, arranged for him to take turns living with them. However, thanks to his unemployment cheques he was able to continue drinking heavily. To prevent him from drinking, his children arranged to have his unemployment cheques cut off. Nevertheless, his drinking buddies came to his rescue and he continued drinking. His children became disgusted and one by one they told him to stop drinking or move out, and he chose to leave. With nowhere else to go he ended up in a halfway house. Finally, with the help of Alcoholics Anonymous he was able to quit drinking. #4384

67. Controlling information

People seek to get others to do what they want by controlling the information they give them. Normally they present them only with information which supports the model they prefer, and neglect to tell them about alternatives or about information which supports other points of view or other courses of action

When I developed a heart problem I had to take disability leave from my job. This was a serious health problem and I almost died. I want to return to work, but my doctor thinks the stress at work might kill me. I don't tell my employer how serious my situation is because I want him to think I'm going to return so he won't assign my projects at work to someone else. #4385

A good résumé is an exercise in impression management. You want to put your best foot forward, and not "let it all hang out." You don't want to present information that might cause them to reject you. Therefore, you don't want to talk about gaps when you couldn't find work, your divorce, problems you've had with employers, and your lack of training and experience for the job you're applying for. #4386

When people put their house up for sale they often don't tell you the negatives about the house. They may not tell you about structural problems, how much fuel it takes to heat the house, the presence of termites, water leakage in the basement or through the roof, poor insulation, problems with neighbors, expected increases in property taxes, and their use of a septic tank instead of the city sewage system. This is because they want you to buy the house, not reject it. #4387

When you consider buying a book or a film, the publisher has numerous comments on their product. The comments are highly favorable, such as "powerful and gripping," "highly recommended," "masterful," "one of the most provocative and groundbreaking books of the year," "exceptional," "the most extraordinary novel to appear in years," "an instant classic," "one of the most beloved of all family films," "flawless," "rapid-fire action," "unrelenting excitement," "stunningly funny," and "the greatest fantasy of all times." None of the negative comments by critics are included. And they certainly don't mention all the alternative books or films that received better reviews. #4388

People who present a single point of view may not be trying to deceive another person. They may simply have no interest in knowing about and presenting alternative points of view and courses of action.

68. Controlling choice

People frequently limit the choices they provide others. This improves the likelihood others will do what people want.

Would you like to go get a pizza for dinner tonight? #4389

There's a dance at the center this weekend. It might be fun. Should I get tickets for us to go? #4390

Here are three films that look interesting. Do you want to pick one we can watch while we eat dinner? #4391

There's a good band playing at the Dublin Pub this weekend. Any interest in going? #4392

69. Cooperating

People will also cooperate with a person who does what they want and refuse to cooperate with a person who does not do what they want.

Two university friends and I took a trip to Toronto over spring break. When we got there we dropped in on some other friends who were also visiting Toronto and were getting ready to go back home. We were impressed by the pyramid of 80 empty beer cans they had constructed in their hotel room. My friend and I decided we would do even better and build a pyramid of 120 cans. We had three nights to do it in, so the three of us would have to drink 40 a night, which would be easy. But Roach, the third member of our party, said he didn't want to because it'd be too expensive. We told him, "What the hell do you think you're here for? To save money?" Roach refused to give us any money for beer, but we bought some extra cans for him too. He didn't want to drink any and we tried various methods to get him to change his mind. First we treated him as our buddy. "Aw, come on pal. We've got to get the pyramid built to carry on the tradition." As we drank we started to yell at him, tease him, and embarrass him. "We'll tell everyone back home

what a wimp you were." Roach just laughed at us. We had all planned to go out that night, and we told Roach, "If you don't drink, we won't go out." By now the two of us were getting quite drunk. We were content to just sit in our chairs and no longer tried very hard to get Roach to drink. Roach kept bugging us to go out, but we told him we wouldn't until he'd had at least six beer. I turned off the TV and radio and we decided we'd just ignore Roach. After a half hour of this Roach got fed up and started screaming obscenities at us. He ran to the bathtub where we were cooling the beer, came back with a six pack, and began to drink. We applauded and cheered, "We won! We won!" When Roach finished the beer he tried to get us to leave. When we stood up, I fell on the bed and my drinking partner fell on the floor and crawled into the bathroom. This is where we spent the rest of the night. Roach got mad and started yelling and throwing pillows at us. Then he dented all of our empty beer cans. My partner in the bathroom called Roach a real bastard, and Roach laughed. Roach cooled down and began to drink seriously. He told us, "I'll drink them. But not for the pyramid." The next day none of us felt all that great. We never did finish the pyramid. We decided it was a stupid idea anyway. #4393

70. Taking precautions

People take various precautions to ensure that others do what they want and do not do things that people do not want them to do.

I needed to pick up some sheet music at the music store, but it was just fifteen minutes before they were supposed to close, and I needed that much time to get there. So I called up the music store and asked if they could wait until I got there. They agreed and I left right away. #4394

I found a science fiction book I wanted at a bookstore, but I didn't have enough money in my bank account to pay for it. I didn't want someone else to buy it before I had an opportunity to do so, so I asked the clerk to put the book on hold until Friday when I could pay for it. She agreed and put it aside for me. #4395

You are not allowed to carry a bottle of liquor into the hockey rink. When we go to hockey games my brother has liquor and gets me to put it in my purse. They are not supposed to look in a woman's purse. #4396

I work in a furniture factory where we construct custom furniture for businesses. The problem is you frequently can not find the tools you need because other workers take them and don't return them. Also some people steal tools. Initially we had a half dozen power drills, and now there is only one. This is very frustrating because it prevents me from doing my job. I don't want to become sick from feeling frustrated and angry. So I have bought my own tools which I keep locked in my own tool cabinet. This way I always have them available. #4397

Even though cheques, credit cards, and debit cards are becoming more acceptable on the Island, many people still prefer to use cash. Cheques are subject to doubt, because the person may not actually have the money in the bank. Also, merchants could refuse to accept your cheque, which would be quite embarrassing. Furthermore, banks have been known to make mistakes and the person you write the cheque to might not get the money. Having a cheque bounce because there are insufficient funds in the bank account is particularly embarrassing. People are always ready to spread the word. "They gave us a cheque and it bounced the other day. She said she put the wrong account number on it, but I don't believe her. I bet they just didn't have enough to cover it." A friend of mine who works in a store always points people out to me who have given the store a cheque that bounced. Most people in rural areas would rather die than have a cheque bounce, because it generates so much gossip. "If I was him I'd pay cash, instead of having the whole country know his business. Perhaps he can't pay cash though. Well then, he shouldn't hire people to work for him if he can't afford to pay them and has to give them cheques." #4398

71. Manipulating

People also deliberately use various methods of manipulation to get others to do as they want.

When I lived in Vietnam we would sometimes try to distract a baby to get it to stop crying. For example, if I was in a house in the country I might try to get the baby to watch a tiny lizard running across the wall. #4399

One little boy cries when his mom leaves him at daycare in the morning. But when she returns at night he does not want to go home. His mother

gets quite frustrated because she is tired and wants to go. The only way she can handle this is to pretend she is leaving him. Then he runs to her like a bat out of hell. $^{\rm #4400}$

When my brothers wear something I would like to wear, I tell them they just look stupid or that they look like fags. As a result they change their clothes and I get to wear what they had on. #4401

Mom will do anything to get me to lose that extra ten pounds. She took me shopping, and in the middle of the store she told me how fat I looked. Then she bought me clothes that were one size too small. #4402

Right after I got in the door of my apartment there was a knock on the door. The elderly lady from the apartment across the hall asked if I'd like to come see her new cat. She hasn't owned a pet before, so I was happy to go over to see it. But as soon as I'd met the cat she explained that the cat had recently had a litter of kittens, and then she tried to give me one. It was obvious that the only reason she'd invited me over was to give me a kitten. #4403

I find there is one effective technique that car salesmen use to push the sale of a car. Once they know you are interested in a specific car, they let you know someone else is interested in it too and might show up at anytime to make a deal. That way you feel you have to make a fast decision and can't take your time thinking it over. Also, the car becomes more attractive if you know others want it too. In my case the salesman told me that a customer had inspected the car just the day before and planned to return the next day, or that very day, with an offer. I felt pressured that if I didn't make up my mind right now, the car could be sold later that day. #4404

When you consider buying a house the agents tell you how much living space you'll have. Often it sounds like a lot. But if you measure the inside of the rooms in the house, or the *actual* living space, it is only about 55 to 65 percent of the number they originally gave you. Perhaps they are measuring the outside of the house. Whatever they are doing, they make the house seem much bigger than it actually is. #4405

I am a real estate agent, and I took this one couple all over looking at houses. They finally found one that they wanted. It was a very nice house and very expensive, and had been appraised at a high value. But

they couldn't find anything nice to say about it. They criticized it from top to bottom, saying one thing after another was wrong. They wanted to take the house anyway, but they made a very low offer for it. When it came to selling their own house, they praised it up and down, inside and out, and asked a very high price for it, even though it was appraised for much less. They ended up buying the house they wanted for its appraised value and selling their own house for its appraised value. Despite their criticisms, they seem very happy living in their new house. #4406

The television set advertisers promote their sets on the basis of how big the screen is. But what they do is measure the screen diagonally, which is longer than the width of the screen. For example, my screen is $32\frac{1}{2}$ inches on the diagonal but only $26\frac{1}{2}$ inches wide. They want you to think you are getting more than you actually are. #4407

My bill in the restaurant was \$20.59. I handed the waitress both a twenty and a ten dollar bill, and she said, "Do you want your change?" I told her I did, but I got upset because she was so manipulative. People don't like to turn someone down, and they try to avoid disagreements and conflicts. She was exploiting this in order to beef up her tips. Afterwards I realized what I should have said to her was "You don't need a tip, do you?" #4408

When I answered my phone a female voice stated that she represented an association for the blind and that they were able to buy computers to help the blind for \$300 each. Then she asked, "Can I put you down for one?" "No, that's not a good idea," I replied. "You think helping the blind is not a good idea?" she queried. "No, I don't have that kind of money." "How much can you give?" she wanted to know. "I'm sorry, I have to go," I told her, and I hung up the phone. I couldn't get over how pushy she was. (Amount in 2009 dollars.) #4409

I was attending a Sunday church service in the Anglican Cathedral. About half way through the service one of the characters who hangs out downtown entered the church and sat down not far from me. He introduced himself to the people next to him in a loud voice. Then he asked for change. Someone told him to wait until the service was over. He seemed satisfied with this and sat quietly for the rest of the service. I was very curious if he would actually get some change from those he was sitting with. Sure enough at the end of the service one man reached into his pocket and gave the fellow some money. I couldn't see how

much, but the fellow appeared quite satisfied and blessed the man for his kindness #4410

My wife constantly gives me the lion's share when she serves food, including desserts, and we get into arguments when I try to even things up. The other day I had eaten several oatmeal raisin cookies and there was one left. I considered eating it, but felt I should leave it for my wife. However, I knew she'd insist on giving it to me. So when she mentioned the last cookie, I told her I didn't want it and to throw it away. I know she hates to throw food away. She said, "No, I'll take it and eat it for lunch" #4411

It is common for contractors to agree to do a project for you, start work, and then leave and go work on projects for others. The project may involve fixing a roof or doing some renovations in your house. You assume that once they start they'll continue working on your project until they finish it, but this is often not the case. They want to get as much business as possible, and they know that if they start working for you, you are unlikely to go hire someone else to do the job. It's their way of sewing up as much work for themselves as possible. Eventually they return and work on your project, but they may do so off and on. #4412

Permanent waves were very popular when they were first introduced into our town in Vietnam. There were two hair salons doing the work. As soon as you went in they cut your hair. Then you would have to wait forever for them to do the permanent. Because they had cut your hair, you were captive until they finished with you. As a result getting a permanent could take a couple of hours. #4413

After I started work at a company, the boss of the company would pick me up and give me a ride to work. However, she would pick me up an hour early and pretend she didn't know what time it was. She knew that if we arrived an hour early I wouldn't have anything else to do but work. I wasn't paid by the hour, so this way she got an hour's free work from me every day. #4414

There is a home for the slightly retarded, who are able to look after their personal needs, near the grocery store where I work. These residents frequently come to the grocery store and are popular with the employees. The male employees make sport of one of the retarded males, whose

name is Howard. They tell Howard, "Go and ask that girl out," or "Janice likes you." Howard starts to believe them and follows their suggestions. He approaches the female cashiers while they are working and says things like "I think you are cute, Janice," or "Will you marry me?" Once he even bought flowers for one of the girls. The cashiers are quite embarrassed by this. Whenever Howard enters the store they feel like hiding because they fear he will embarrass them. The male employees think it is a big joke and laugh at Howard. #4415

I'm the world's best imposer. If I go to another place and I know someone there, I'll call up and say, "I'm here. Do you know of any good hotels?" In the British Isles I went to visit different people that I knew. I'd call them up first and ask if they knew of any good bed and breakfast inns in the area. All the time I'd be hoping for an invitation to stay with them. And if they invited me I would say, "Oh, I really don't think I could impose on you." I was just waiting for them to say, "Oh, it's no imposition." #4416

People will often do something which will put others in the mood to cooperate with their models.

My friend has to ask permission to do anything, because her father is quite old-fashioned. When she wants permission, she first sits on his knee and talks to him in a childlike voice to put him into the right mood. #4417

Occasionally we do something for our parents, such as wash their car, cook them supper, fix them breakfast in bed, or do the dishes when they don't ask us. Mom will come in the house and find it spotless and ask, "What are you looking for now?" She knows we want something, but when we do things for them it puts her in a good mood. #4418

It can be difficult selling a house when one wants to, and one can go for years without finding a buyer. Therefore real estate agents encourage sellers to make their house look as appealing as possible so it is more likely to sell. This is known as "staging" the house. People spend a great deal of money repairing, painting, and even remodeling their house as well as landscaping their grounds to make them more appealing. Everything is made as neat and clean as possible. An "open house" is held to get prospective buyers to visit the house, and various tricks are used to make the house appear to be a home. A family Bible may

be left open, a stuffed animal may be placed on a bed, a "fire" may be burning in an artificial fireplace, and cinnamon may be placed in the oven to create the odor of freshly cooked bread. #4419

Vietnamese Buddhist monks and nuns frequently want to know your birthday. Then they tell you that your horoscope predicts some misfortune ahead. They offer to pray for you to help prevent the misfortune. Most Vietnamese believe what they say. This is a wonderful way for monks and nuns to get a donation from you. #4420

Another method of manipulation that people use is to advocate a course of action before the other person has an opportunity to do so. This is done in order to preempt suggestions from the other person.

72. Asking people in front of others

People attempt to get others to do what they want by asking them in front of others. Those who are asked frequently believe they will look bad if they refuse or if they question the request.

Kids learn that they are more likely to get what they want if they ask their parents for it when company is present. The parents don't want to look bad or to have a family argument in front of others. When I was twelve years old I used to invite a friend over for lunch. I would then ask my parents if he could have lunch with us when the friend was standing right next to me. After my friend left, my parents would lecture me about the need to ask them first. The best time to ask your parents for things is in front of their friends. This worked when I wanted to borrow the car, and I never got turned down. I knew one family in which the parents would punish their daughter in front of her boyfriend, which embarrassed her extremely. #4421

The last month of school in grade twelve there's a mad dash to try to get somebody to take you to the prom, which is a formal dance for the graduating class. There were girls who would accept an invitation from one of the untouchable males just because the girls wanted a date to the prom. Tickets were sold to couples and no one goes alone. I wasn't going to go, because no one had asked me and I didn't want to go with just anybody. The guy who asked me did so in front of the whole twelfth grade class in the library one day. He said, "Are you going? You must

go. You have to go. You have to go." So then what could I say? I didn't want to go with that guy. He wasn't my idea of somebody to go to the prom with. He asked me in front of everybody else, and I had to give him an answer. Everyone was saying, "Oh, Reggie, you're taking Sarah. You're taking Sarah," and all this stuff. So I was pressured right into it. By the time I got back to homeroom everybody knew about it. I was so mad. Before the prom I drove all the way to another town to get a boutonniere for him, and he came wearing his own. Then at the prom he couldn't dance and just stepped all over my feet. #4422

73. Interfering

People also encourage others to do things their way by making it more difficult for others to do things their own way. People may interfere with others intentionally or unintentionally. Often they do not even realize they are interfering.

When I moved to the country I had to learn to use a party phone. I would frequently pick up the phone and find others already on the line, and it would usually take some time before I could get the phone for myself. During my calls I was repeatedly interrupted by others wanting to use the phone. I figured I shouldn't tie up the phone any longer, and decided to make my calls at a later time. #4423

If you try to walk down the left side of the sidewalk, you run into people coming your way. You have to keep going around them which makes it difficult to get anywhere fast. So you learn to walk on the right side. #4424

When I started dating my girlfriend, I noticed the difference between her father's attitude and my attitude toward watching TV. If I was at their house watching a ballgame on a Saturday afternoon he would call me outside to help him with something, like cutting wood or preparing some fish traps. He could have easily done these tasks by himself. However, he would detain me as long as possible so that I couldn't watch my program. There were many times when company would come to the house while I was watching TV. He would turn the television off and direct me to the kitchen where I would have to talk to the visitors, whom I sometimes barely knew. Often he would remark, "I don't know how you can watch that much TV," "Do you mind if I turn the TV down?" and "Not another

night of TV." He couldn't understand how I could watch a late movie and then get up and go to university the next day. He'd say, "Jeez, I'd be tired all day from watching that damn thing." I think this is a generation conflict. He is from the old school of "work from dawn to dusk," but I'm from the era where lounging in front of a TV is perfectly normal and in most cases completely acceptable. #4425

When my daughter had a bad cold, my wife wanted her to stay home and not go to the rehearsal for her high school musical. My daughter wanted to go, because it was a really important rehearsal and it was close to the time for the show. I said I thought it would be alright for her to go, but she should come home if she started feeling bad. My wife disagreed and said she wouldn't give her taxi money to go. My wife was showing her disapproval, because she knew I would give her the taxi money if she didn't intervene. #4426

There are assigned parking spaces behind the building where I work. When a new business opened in the building, the owner of the new business tried to get a parking space behind our building, but there were no more spaces available. This meant he would have to park in a nearby parking garage or he would have to search for a space each morning a few blocks away. However, I saw him repeatedly park his car, a BMW, behind our building in the spaces assigned to other people when they were temporarily vacant. Then the other day I arrived at work and saw he had parked his BMW half in my space and half in the space next to mine. This meant that neither I nor the next person could park our cars. I was mad. I parked my car at right angles just in front of his so that he couldn't leave, and I left a note on his windshield which said, "You took two spaces for private parking. Please do not park here again. I got your license number." I wanted to talk to him about this, and expected him to come see me about moving my car so he could get out. But he never came to see me, even though I had to stay at work until after nine o'clock at night. When I finally left work I went to get my car and saw he had moved the front of his car within a couple of inches of mine, which meant I had to be very careful about driving off without scraping his car. He had also left a note on my car which read, "I think you need to relax. It is just a parking space. Counseling may be in order. You look like a fool!! From an innocent bystander." I know that if he takes my space again I will get the owner of the building to have his car towed away. #4427

74. Physically controlling

People also physically control others to get them to do what they want or to keep them from doing things they do not approve of.

I watched a mother walking down the sidewalk carrying a young girl in her arms. The child, who was two or three years old, was squealing loudly. She put the child down and said, "Are you going to be good? Are you going to be a good girl? Or I'll pick you up and carry you again." The mother pointed ahead and stated, "Then go down the street." The child looked upset and just stood there. The mother picked her up again and walked ahead carrying the child, who resumed squealing. #4428

When I approached the front doors to Wal-Mart, a department store, I witnessed a large man grab a young teenage male around the neck with his arm and loudly tell him, "You little punk. You're going into the store." Then holding the boy's head under his arm he walked him into the store. I assumed this was a father who was controlling his son. But a store employee next to me said the boy was shoplifting and had attempted to run away. #4429

I was the baby of the family and my older brother and sister did what they wanted to me. When my parents were away, they'd get a kick out of beating me up or locking me out of the house. One day that sticks in my mind was the time they tied me to the divider in the living room until my parents returned. That way they knew they wouldn't have to watch me closely. #4430

Our teenage daughter started hanging around with the wrong crowd and developed a problem with alcohol and drugs. I took her to a doctor, who had her admitted to a mental hospital. After several weeks of treatment the hospital released her, but she soon returned to drugs. She became more violent when she couldn't get the drugs she wanted. We tried locking her in her room to keep her away from her friends. But she'd scream and cry and break things. We even sent her away to a special school, but she ran away from that. #4431

75. Removing

People sometimes seek to remove those who make it difficult for them to do what they want. They may seek to exclude them, relocate them, fire them, imprison them, or kill them.

Sometimes you see a drunk staggering along the sidewalk during the daytime in the downtown business district, and soon afterwards a police car picks him up. It's not good for the downtown image because it gives shoppers and tourists a bad impression. #4432

Often when I wanted to lie down on the bed I found my cat was sound asleep just where I wanted to be. I would try to pick him up without waking him and put him on another part of the bed, but he usually woke up and moved elsewhere. I always felt guilty about this, because he has as much right to a comfortable spot as I do, and he was there first. So now when I see him lying where I want to be, I go to the kitchen, get out a kitty treat, and call him. He makes a brief cry and immediately runs into the kitchen. I give him the treat, and while he eats it I go back into the bedroom and take over his vacated spot on the bed. #4433

My brother and his wife were visiting us from out of the province. We were in the process of house hunting and we took them along with us. However, they were so outspoken about their opinions, it made it much more difficult for us to evaluate the houses we saw. So we quit looking at houses until after they left to go home. #4434

We had a serious troublemaker in our university department. He wanted to teach in a different university, but they didn't want him, and he took it out on the rest of us. He was very critical of us for not doing things his way, and he quit talking to us. He tried to embarrass members of our department by anonymously circulating very personal information about us. At the same time he succeeded in getting individual students and faculty in other departments to support him. We were finally able to convince the dean to buy out his contract and get him to leave. #4435

My cousin lives in Vietnam. One day her husband, who was drunk, beat her very badly. He repeatedly punched her, kicked her, and stomped

on her. He told her, "I'm going to beat you to death." Afterwards she couldn't walk. All she could do was crawl. She spent two weeks in the hospital and lost 20 to 30 pounds. Her body was scarred and bruised, and she may have had internal injuries. Her husband was put in jail for a few days. However, it is common for men to beat women and children in Vietnam. My cousin moved back to live with her mother. Her husband had a girlfriend and I think he wanted his wife out of the way. #4436

76. Using a fait accompli

People also go ahead and do what they want in regard to another person, thereby leaving the other person with little choice in the matter. Sometimes they do this in the presence of the other person, who must make the effort to stop them if he hopes to do so.

It's too warm in here. You don't need this blanket. I'm taking it off the bed. #4437

My son kept wearing this worn-out sweatshirt that looked awful. I told him to get another one, but he didn't. So I threw it out. #4438

I had to spend the night in the hospital, and the nurse told me, "You can't have any food or water, because you have to have blood work in the morning." She picked up two cups of water from my bedside table to take them away, and stated, "So you won't be tempted." #4439

When my wife thinks I shouldn't eat any more dessert, candy, or cookies, she takes them without asking. She usually puts them somewhere out of sight in the kitchen. #4440

I put about ten books I wanted to mail to my daughter in a box. My daughter is switching into a new profession, and I felt the books might help her. Then I realized that when my wife sees the books she will object to at least half of them and not want me to send them. I wanted to prevent this. So I finished packing the box, sealed it thoroughly with tape, and attached the mailing address to the top of the box. It was all ready to go to the post office. When my wife saw the box she wanted to know what was in it. Because it was sealed she didn't want to open it, and she was satisfied telling me the best way to mail it. #4441

I gathered together the household items I don't want anymore and took them to sell at the Sunday Flea Market. I included all the kids' books that had flaps in them and I sold them too. These are books with little flaps on each page and you lift each flap to see a miniature picture underneath. When I try to read books to the kids at night, it takes so long to "read" the books with flaps, that I didn't want to go through this again. #4442

My wife wanted me to start using an electric toothbrush. I tried it, but didn't like it. So she hid my regular toothbrushes so I'd be forced to use the electric one. Then I went and bought several new regular toothbrushes, and planned to hide them in different spots so I'd always have one when I wanted it. I also considered not turning on the electric motor of the electric toothbrush and using it as a regular toothbrush. I told my wife she shouldn't try to force me to do things her way, and afterwards she put back the toothbrushes she had hidden. Later she mentioned how inflexible I am. I told her I tried the electric toothbrush; I just didn't like it. She said that's what she's talking about. #4443

Without asking us what we thought, the landlord installed a device in our showerhead to conserve water. The problem is that the device produced weak, insipid showers. So we took the device out without telling the landlord. #4444

When I asked my daughter what she wanted me to bring her from the Chinese restaurant, she said barbecued pork. I said no, because it contains too much food coloring and preservatives. So she said she wanted beef with mushrooms instead. I agreed, but I was thinking she asked for beef with broccoli. I got beef with broccoli for her, and told her it was better for her anyway. #4445

Sometimes I want to pay the bill in the restaurant, but I know my friends who are with me will try to pay too. So while they are busy talking at the table, I go up to the cashier's desk and pay for all of us before we are ready to leave. $^{\#4446}$

My friend had just arrived from California and was very interested in visiting the Citadel in Halifax, Nova Scotia. The Citadel is a fort designed by the British to protect their naval yard in the harbor. But

when we arrived at the entrance of the Citadel, my friend didn't want us to pay the entrance fee, which was less than ten dollars each. I got out of the car and went up to the ticket counter and bought us tickets. When we went inside the fort there was lots to see and an excellent guided tour. We were there for over two hours. My friend found it really interesting, and it was well worth the entrance fee. But if I hadn't bought the tickets, he wouldn't have gone in. It makes no sense to me to spend hundreds of dollars getting to a place and then not spend a few dollars to see what is there. #4447

My son was unable to make plans for this fall because he didn't know if any of his applications to get in a university program were accepted. I kept telling him to call them up and find out if he was admitted, but he didn't want to do so. So I called them all up and asked them myself. My son was quite angry I did this, and stated, "You have no right to do this. It's like opening a person's mail." I told him this affected me as well as him. Then he asked, "What did they tell you?" #4448

Recently Albert, who is my brother, and I were watching TV when my father challenged Albert to arm wrestle. Then Dad suggested that Albert and I arm wrestle. I told him, "Did you know Albert can beat me now?" Dad said, "We'll see," and went and got a large music book from the piano. "Why do you need a large book?" I asked, but he didn't answer me. Albert beat me three times. Then Dad winked at him and told him to let me win. I had to struggle to get my brother's hand to the floor and hold it there. Whack! Dad struck the back of my hand with the book.

Then Dad explained, "I told the doctor about the cyst on your hand and he said to bring you to the office to have it drained. But I knew you wouldn't want to go. The doctor told me, better still, hit it with a large book." Sure enough, since he hit it with the book, the cyst is gone. #4449

I agreed to babysit and the mother brought her little boy over to my house and told me she'd be back in a couple of hours. Seven hours later she phoned and said she wouldn't be back for a while and to please take care of her son. Then she hung up before I had a chance to say anything. Three days later she showed up to pick up her son. She gave me twenty dollars but didn't explain what had happened. #4450

77. Combining tactics

People frequently use a combination of tactics rather than just a single one when they try to get others to do things their way. The following cases involve the use of a wide variety of tactics.

My boyfriend kept pressuring me to take drugs. He'd invite me over to his place to watch TV or do something else. Then when we were together he'd try to get me to smoke some grass or take cocaine with him. When I turned him down he called me chicken, said I shouldn't be a little girl, and told me, "All women do it. It's a sign of sophistication." When he smoked a joint he would blow the smoke in my face. He also said I'd be able to satisfy him in bed better if I did drugs. While I was at his place friends of his would come over to get high and watch TV or listen to music. They'd say things to him like "She's a real square," and "How could you go out with someone like that?" I felt very low and out of place, like I was a devil worshiper in the middle of a church. Eventually I started doing drugs too. #4451

After Carol told her parents she was pregnant, she explained that although she was fully aware of all the factors involved, she hadn't decided what she was going to do. Her parents encouraged her to have an abortion before the pregnancy became too advanced. A week later she told her parents she had examined all the factors and decided to have the baby. Her parents were totally shocked. They tried to explain that she wasn't responsible enough to make such a decision, and that she was just being stubborn. Carol's mother said she was worried what people in the community, her friends, and people in her church would think. Her parents went ahead and made an appointment for Carol to have the abortion the next week. Carol resented this, but eventually complied and had the abortion. #4452

I've developed many methods for getting what I want from my parents. When I want money, I often ask Mom if I can borrow a little, and if I'm lucky the smallest bill she has in her purse is a twenty. She frequently forgets she's given it to me. One of the most successful tricks I use is to claim I need the money for school. My parents are very concerned about my getting an education and will do anything to help me out. At the beginning of each semester, Mom gives me a blank check to get all

the textbooks and school supplies I need. When I make my purchases, often I add a T-shirt, sweatpants, or kit bag, which Mom would consider unnecessary. I also get more money if I ask for it from each of my parents separately, so neither knows I've asked the other. This always works when I'm going away on a trip. Clothes and other possessions are the most difficult things to get. You accumulate so much over time that your parents begin to catch on and won't give you everything you ask for. When I want something that is quite expensive, such as a stylish new jacket, I start talking about it several months in advance. I tell my parents over and over again how much I love it, and that I've never seen another like it. I also say what a good buy it is because other stores charge more for a similar one. I usually take my parents to the store a few times to show the jacket to them. This usually works with Mom. Also, when my parents go on vacation, I ask Mom to bring me a piece of clothing I can't get at home. She feels obligated and gets me something. There are additional methods I use. One is to plan ahead, so I'll be ready to ask for something if opportunities arise. Also, I always ask for more than I want, so I am more likely to get what I really want. Another method I use is to always make sure my parents are in a good mood when I ask them for something, and it helps when I get good grades, do some housework, or wash the car. If possible I ask for an early birthday or Christmas present, because it's often forgotten by the time the day rolls around, and I can ask for something else. In addition, I always want my parents to let me use the car. When I want to go out with my friends, I often tell my parents I need the car to go to the university library. This always works, and just so I won't be telling a lie, I usually drop by the library for a few minutes. Another technique is to make my parents feel as guilty as possible. I say things like "But all my friends have one," or "All my friends are going, and their parents don't mind." Trust me, this works. I sometimes sulk too, depending on what is at stake. It also helps when I make sure my siblings and friends will lie to cover my tail in a crisis. I may have to pay them off, but it's worth it. I also vary the ploys I'm using, so my parents are less likely to catch on. These are the methods I use myself and the ones I recommend to my friends. I think most parents do realize they are being taken. However, they usually don't mind because they want their children to have the things they didn't have, and they want their children to have as much as other children do. Also, parents comply to express their affection and to obtain affection and appreciation from their children. #4453

I've visited two families and observed the struggles that take place when the parents try to teach the children proper table manners. The Davis family consists of the parents and four children from eight to twelve years old who live in a small city. The parents believe that mealtime is a quiet time for the family to be together. It is a time to be thankful and not to lecture, discuss problems, complain, or express hatred. Mr. Davis has set rules for mealtimes. The parents sit at opposite ends of the table and the children sit at the sides. The mother serves the main dish, and the bread and other dishes are in the center of the table. The children are required to use utensils and the father gets angry if he sees a child push food on their fork with a finger. The parents repeatedly tell the children to talk only when their mouth is empty and to take small bites so they can speak if they are spoken to. June, their nine-year-old daughter, likes to chew her food with her mouth open. She gets others to look at her and shows them the food in her mouth. Although most of the children are fairly well behaved at the table, Brenda, the youngest child, usually has something to complain or get upset about. Her mother thinks Brenda will never learn proper manners because she lacks the courtesy to listen. During a meal Brenda repeatedly jumps abruptly from her seat to leave the table. When she does so, she often upsets something on the table. The last time her grandfather was present she knocked a liter of milk all over his new suit. Now whenever guests are present Brenda must eat in the pantry, and her mother believes she will learn from this. Also, whenever the dog barks, Brenda runs to the back door to let him in, and the dog rushes into the dining room and jumps for the food. Mrs. Davis tells Brenda she is rude to do this, and it is unsanitary. She also does not like to see Brenda throw food on the floor for the dog. Mr. Davis has placed the telephone off limits to the children during mealtimes, because he believes this will help control Brenda. He also tells the children they are to ignore any outside disturbances, such as the doorbell or friends yelling outside. Brenda and June exchange food from their plates, and this really annoys Mr. Davis. He finds it totally disgusting and states, "There will be no passing food from one plate to another." He tells them they live in the city, not the country, so they should have proper manners. Mr. Davis becomes furious when the children throw food. He considers it impolite and wasteful. But he doesn't mind a small amount of butter aimed at someone's nose on their birthday.

The Clark family lives on a large farm in the country and consists of the two parents and five children, from seven to fourteen years old. Mealtimes at their home are always loud with much moving about.

The family is cheerful and laughs a lot, and the father controls any roughhousing that occurs. The children in the Clark family are much livelier than the children in the Davis family. The parents are more lenient about table manners than the Davis family, but there are rules. For one, children are not permitted to put their elbows on the table during the meal, but they often find this hard to resist. All of the children have chores to do about the farm. If they have been around the animals in the barn they are expected to shower and change their clothes before mealtime or to do without meals. The two boys often say they have showered and changed their clothes, but their hands are still dirty and have a farm aroma rather than the smell of clean soap. The boys also have the habit of putting their hands in or on their hair, ears, or face while eating, which makes their sisters feel nauseous. Mrs. Clark says that two pigs got out of the barn and strayed into the house. The two boys often have contests to see which one of them can eat the fastest, but their father will not let them leave the table until everyone is finished. Mrs. Clark despises seeing the children eat directly from their plate or soup bowl without using a utensil. She usually pulls the person's ears until he yelps and promises not to do it again. The boys always ask for seconds, but since they do, Mrs. Clark wonders why they lick their plates. She says she has tried to teach them manners, but the information slides in one ear and out the other. She says the children know how to use utensils properly, but she doesn't stress it unless guests are present. The girls are usually well mannered, but they do push and shove at the dinner table sometimes with the boys. Fights can occur if someone doesn't like someone else looking at them. There is always plenty of food on the table, and if some falls on the floor the children are excused to put it in the garbage. However, if what falls is the last piece, the children will often pick it up and eat it. Mrs. Clark rages about the germs that could be on the floor and says she hasn't got time to look after sick children. Mrs. Clark also complains about some of Mr. Clark's table manners. He likes to hold bread in his fingers instead of with a fork to sop up gravy or sauce. Another habit she feels looks terrible in public is his pouring tea into his saucer and drinking from it. The family members also complain about one of Mrs. Clark's habits. When there are dishes of food on the table, Mrs. Clark has a tendency to dip her spoon in one after the other and taste it. When they see her scrape a pot or dish after food has been served and then put the scraper in her mouth, they yell "Naughty!" at her. #4454

It's nice to keep the inside of your house neat. If people come into a house five or six times and they always see dirty dishes on the table or the countertop, they are definitely going to say that you are not a clean housewife. Mom and I come at ends all the time because I like things spotless. She doesn't feel she has time to clean the house and she hates washing dishes. We even bought her a dishwasher to try to get her to change. Mom and I have two different ideas. On Saturday we went shopping in town so she could buy a new dress. She left the breakfast dishes on the table to get ready to go to town. And I felt the dishes should be packed in the sink or the dishwasher. But she'd go to town and not think anything of it. You see, this is where we come at ends. She is not a nice clean, spotless housekeeper. I tell her, "So and so keeps her house a lot neater, Mom. You really should make an attempt to keep all the floors swept every day and the dishes clean, because it looks better when I come home." And she says, "If I had no kids to look after, and I didn't have people in here eating, and I didn't have to work, I'd be able to keep a house clean too." Like she always has this excuse that other women don't have anything to do except keep their house clean, and that she has 25 million things to do. Like watch her soap operas, visit the neighbors, and so on. There are no girls in the family except for me. My brothers never do anything; they're boys. They never pick up their coats, or boots, or dishes off the table, or anything like that. Mom picks up to some extent, but she has other things she wants to do. And she goes out and milks cows, and mows lawns and plows fields, and fishes with my father and things, so she doesn't have a lot of time to come home and clean house. Also she goes out at night to sell cosmetics. I feel embarrassed to bring friends home when the house is messy. I've called home to say I'm bringing somebody from town and asked if the house is clean. One time Mom said, "I guess it's clean. What do you think it would be, anyway?" And when I got there the place was so clean you could have eaten off the floor. I'm sure she killed herself during the hour it took us to get there from Charlottetown. It all depends. If I'm going to bring a guy home, or if my older brother is bringing a girl home for dinner, it's a major cleanup and everybody gets into it. #4455

I work as a camp counselor at a camp for physically disabled children. There are twenty-two children from six to twelve years old at the camp. We use a number of methods to get the children to do as we want. The first evening we tell them what the rules are and how we want them to

behave. For example, no fights or pillow fights are allowed, and after lights are out in the cabins, campers can whisper, but not talk. When children break the rules they can lose a special privilege or receive the maximum punishment of one hour detention in their cabin. When a child does not behave at mealtime, we tell them if they don't smarten up, they'll lose their dessert or have to help clean the dining hall. When a child doesn't feel motivated to participate in an activity we notify them they can either play the game or do some work around the camp. This ensures that all of the children are involved in the camp activities. We also tell uncooperative children that if they don't do what we want, we'll make a phone call to their parents, and this is very effective. Every morning after breakfast the children are required to clean their cabins. The cleanest cabin receives a certain number of points, and the cabin with the most points at the end of camp is given the Best Cabin award. The boys and the girls are determined to beat each other, so this is quite successful. Sometimes we stage competitions between boys and girls and those who lose have to clean the others' cabin. When the campgrounds need cleaning, we divide the children into teams. The team that does the best job gets a prize, such as candy bars or potato chips, which isn't given to the others. A lot of time at camp is spent in water activities. We try to get the non-swimmers in water up to their knees by offering rewards and getting them to play tag in the water with a Frisbee. Sometimes a child is so terrified of the water that no matter what you do, you can't get him or her in. In addition, a few children become very homesick, and we tell them if they'll get involved in some activities we'll make a phone call so they can talk to their parents. We hope they get involved enough that the phone call isn't necessary. But some show no interest in camp at all and have to be sent home after three or four days. #4456

I work part-time as a waitress. I was inexperienced when I began work in the restaurant, whereas the other waitresses there have had many years of experience. They don't trust me to make any decisions on my own. Others make them for me and someone is always telling me what to do. I don't feel free to do anything. The attitude of each waitress toward me is "I'm the boss and you have to do what I say. I work for my livelihood, but you're just looking for some money for your education." Also, they're in their forties, while I'm in my twenties. Therefore they feel I should respect them and do what I'm told. One waitress always assigns me the tougher jobs, such as vacuuming the dining room and scrubbing the kitchen floor at the end of the night.

The staff use various techniques to control me. One is criticism and disapproval when I do something wrong. For example, "Nancy, haven't I told you before, you're supposed to give water to your customers?" and "Now, Nancy, you know that you're supposed to put more coffee in the pot when there's none left." When they tell me to do something, they often act like I've never done the job before. They treat me like it's my first day of work and I don't have any idea what to do. Thus the head waitress tells me step by step how to scrub the floor, even though I've done it hundreds of times. "Nancy, when you scrub the floor, sweep it first. Oh, and don't forget to take the mat off the floor before you start. You can put it away for the night. You can use the yellow bucket. Just put some hot water in the bucket with some Javex and detergent." Now who, I ask you, doesn't know that you should sweep a floor before you scrub it, and use hot water and Javex? Another thing they do is embarrass me and make me feel stupid in front of customers, even when something is not my fault. When I told my boss that the cash register wasn't working right, she replied, "Oh Nancy, what did you do wrong this time? Just forget about taking cash for now. Why don't you wait on customers?" The other waitresses feel it is their job to tell me what to do and my job to be obedient. They never feel they are doing anything wrong when they do this. But it just doesn't seem fair. When someone else makes a mistake, I'm often made to feel it's my fault, and I feel guilty. The cook will hold me responsible if he leaves something off a customer's order. He'll say I forgot to write it on the order, even if I actually did write it down, and if I object, he tells me I should have mentioned it to him too. I usually deal with all this by keeping my mouth shut and doing what I'm told. If I complain or don't do the work, they will label me a constant complainer or lazy, like they do with another waitress who's my age.

After I'd been there for a while, they started to give me more positive reinforcement. Now when I vacuum the dining room, one waitress often tells me, "You did a really good job, Nancy. It's so much cleaner than it was before. You always do a good job."

As a waitress, I also have to please my customers. I always have to be in a good humor, or at least pretend I am. I also have to be friendly so the customers will want to come back, even when they are fussy or grumpy or have done something that makes you want to yell at them. One thing I do like is talking to customers. Mind you, there are some I never want to see again.

When I get home from work, everyone has to listen to my complaints, such as "Why do they always give me the tough jobs?" "Why

can't I ever tell them what to do?" and "Why do they make me feel like I have an I.Q. of 50?" My family must be sick and tired of hearing me. Although I always feel that I'm being controlled, I do enjoy my job. #4457

I work as a receptionist for an optometrist. As a receptionist I have to be pleasant and understanding at all times. But deep down inside I sometimes feel like shouting and shaking people to bring them to their senses so they can better understand the real world in which we live.

Many people think if they want to do something they can just call up and arrange to do it that day or the next. Every day there is at least one person who thinks he or she can get in to see the doctor right away. When people tell me they want to make an appointment, I give them the next available time slot, which is usually a number of months in the future. At present there is a five month waiting period to get an appointment. I politely tell them that we are booking for June or November or whatever the month happens to be. As soon as I say this people raise their voices and get angry at me. This happens whether I am talking on the phone or face-to-face with them. One young man stated, "Jesus Christ. I can't wait that long." An older man proclaimed, "Holy shit! If I don't get in I'm going to be hit by a big transfer truck because I can't see. I'll probably be dead before I get in." Many respond with disgust. I frequently hear, "Jesus," "Oh for Christ's sake," "What? My God, I'm desperate," "I don't believe it," "Good Lord, no," "Good God," and "For fuck's sake." I tell them, "I'm sorry, but this is the soonest I can make an appointment for anyone." Others hang up without saying a word. There are also those who respond politely and say, "Oh well, he must be busy," or "It doesn't make a difference," or "I will take an appointment whenever one is available."

Many people seem to think it is my fault the doctor's schedule is full. I would like to tell people it isn't my fault he is booked up for months. The problem is we don't have enough medical specialists. Many try to sweet talk me and beg me to let them in earlier. But there is not much I can do when there are no appointment times available. I tell people that their best bet is to make an appointment and that I will also put their name on the cancellation list. I always tell them that I can not promise anything, because we are so busy and overbooked as it is. When someone cancels an appointment or does not show up for one, I have to get someone else to fill the slot. I call the first person's name on my list for cancellations, and if there is no answer I keep going down the list until I reach someone who can come in. When someone does not

show up I have to get someone who can come in immediately. In this case I look through the list for someone who lives or works nearby. I tell people they stand a better chance if they make an appointment first and then put their name on the cancellation list. I work there and know what the best thing to do is. But some people ignore my suggestions. After I explained to an elderly woman that there were already between fifty to one hundred names on the cancellation list and it would take a long time to go through them all, she told me, "No, don't make an appointment. Just put my name on the cancellation list."

Some people want to speak to the doctor to make their appointment. The doctor is responsible for checking eyes, not making appointments. Do they think that I sit there all day doing nothing? Maybe they hope he will schedule their appointment earlier than I would. Some tell me that they are a friend, relative, or neighbor of the doctor or his family. Many people who live fifty kilometers away from the doctor say they are neighbors. But I can't interrupt the doctor twenty times a day with these special requests while he is examining patients. Sometimes I take the names of those who want me to ask the doctor if he wants to squeeze them in. The doctor usually tells me to fit them in somewhere and I am left holding the bag and having to overbook our schedule. People that I know, either as a friend or an acquaintance, also try to get me to schedule their appointment at an earlier time. They do not seem to care that they are putting me in an awkward situation. When I do try to fit people in earlier, many of them tell others that I was able to get them in and others call to see if they can get in early too. Our work hours are from eight thirty in the morning until five in the evening, but because of the demand we usually work through our lunch hour and have to stay after five.

I have had to book many people over the lunch hour. They do not want to take time off from work to come for an appointment, but want to be seen during lunch. You would think these people would be grateful, but many do not say as much as a thank you. We would like to have our lunch too and also stop work on time. Even when we try to accommodate people, some take advantage of us. One lady was booked for an appointment during the lunch hour, and she arrived twenty-five minutes late. I told her, "I'll have to see if the doctor still wants to see you, because our next patient has an appointment in five minutes." She said, "I really need this appointment. We lost track of time and were late leaving." But we have a tight schedule and things like this screw up the day. Not only did we have to wait through lunch for her to arrive, but we were late finishing that day because of her. Another lady arrived for her appointment and brought her son with her. She insisted

that her son's eyes be checked too. The doctor went ahead and examined both of them. I was the one left in the reception area with the next patient, who kept wondering why he was kept waiting. Most people just care about themselves and don't mind making others wait.

People use various ploys to try to get in to see the doctor at an earlier time. Some people who don't have an appointment wait in the office all day in hopes the doctor will see them. Others call every day to see if a cancellation has occurred. This is quite annoying, but I continue to smile and be polite. I must admit one young guy bothered me so much by calling repeatedly that I took him in at the next available opportunity. Some want to be squeezed in because they only need to see the doctor for "a few minutes." I ask the doctor if he is able to fit them in between patients. Often these few minutes extend to half an hour for a full examination. Meanwhile the patient who was booked for the appointment has to wait. I see them repeatedly look at the clock and look at me with hostility, and I wish I could hide under the counter. We usually fall behind schedule, and one reason is because people without an appointment insist on getting in.

Every day I call and remind patients that they have an appointment the next day. Nevertheless, there are always people who do not appear or are late for their appointment. When one man was late, I called to see if he was coming. "Oh, I just decided not to bother," he told me. If they call and tell me they can not come, I can always find someone from the cancellation list to fill their place. But most people do not care whether they notify us or not. They should be more considerate.

I constantly feel I am fighting a losing battle. If I let someone get in ahead of another person, the other person is unhappy having to wait. And when I tell people they will have to wait for months for an appointment they get angry with me. I'm damned if I do, and damned if I don't. I wish people could be more understanding and patient. #4458

In well over half the marriages I am acquainted with in rural Prince Edward Island, the wives have taken measures to control their husbands. The women view themselves as training their man on a day-to-day basis, in order to take him away from the family that raised him and to fit him into a marriage relationship. Several women stated in essence, "It takes about a year to get him trained. Up until then it's pure hell."

One area of training is in regard to the wife's cooking. One wife explained, "The first six months we were married, all I heard was 'It's not as good as Mom makes it.' Well, I was going crazy worrying about this. So finally, I said, 'You go to your mother's and eat there. Don't

bother staying here." Another said, "I didn't have to listen to many stories about how my baking wasn't as good as his mother's. I mean no one could put up with that. I threw more ashtrays that first year than I care to remember. After that he got the message." Another lady said, "I never threw ashtrays when he made fun of my cooking. I threw teacups with tea in them. That got the point across."

Another area of contention is taking care of children. One woman explained, "Oh sure, it was fine as long as I stayed home every night and he went curling or out to play hockey. But I had to stay home all day and all night too. I let that go for about three weeks. Then I just went to bingo before he had a chance to go out to the rink. He was stuck babysitting. He knew I'd raise the roof if he got a babysitter, so he stayed home. The next week I did the same thing. You've got to let him know where you stand, and there's no use just talking about it. You've got to damn well do it. Otherwise, you'd have no hope." The other women agreed that this was the only way to handle husbands who were reluctant babysitters.

Alcohol is seen as a serious problem, and women feel they have to take control. One explained, "Yes, I remember when we first got married, he thought he could just do what he liked. He thought that no matter how drunk he got, he could drive the car home. Well, one night he wouldn't give me the car keys and I wouldn't get in the car with him. Instead, I started to hitchhike home. He was so embarrassed, he had to give in. After that he always gave me the keys at the start of the night." Other women refuse to go out with their husbands at all when they are drinking. One stated, "I just said it and I didn't care who heard me. I told him, 'If you get in jail don't bother to call me. You can get out of jail whatever way you like.' That's what I told him, and I meant it too. He knew I meant it because that put an end to his being out on the roads drunk." Still other women will not allow their husband and his friends to congregate in their home to drink. "I don't care where they go, but they're not going to sit around here and swill beer for the day. No way." Another wife explained, "Oh, I never have any trouble with that. They know better than to come here. I'd chase them so fast, and my husband with them. No, they're too scared to show their faces here when they're drinking, and they have reason to be scared too."

The women I've spoken to seem quite content that they have trained their husbands well and that this was the proper thing to do. They do not see themselves as domineering, but rather fitting into the norm. They believe a husband must be trained to behave correctly, and if he does not respond easily, he must be persuaded firmly. #4459

Black College Reunion is held at the end of March in Daytona Beach, Florida. The event attracts many thousands of black students and nonstudents in the United States. Local people and businesses view the event with considerable trepidation. They recall past years and numerous problems, including fights; shootings; people running out of businesses without paying; customers in restaurants claiming there is a bug or hair in their food in order to get a free meal; drivers going back and forth on Atlantic Avenue, the main street, showing off their cars; massive traffic jams; fornicating in cars; and tons of trash left on the beach. The local government and the local people have taken various measures to control the problems. Islands have been built in the middle of the main street to help control traffic, and a portable metal fence is set up between the street and the sidewalks. Additional police in cars and on motorcycles are brought in to help control the area. The police make themselves highly visible in high traffic areas. In addition, bridges to and from Daytona Beach are sometimes closed in order to control traffic. A number of bars, restaurants, and motels close completely during the event in order to avoid the problems they've had in the past. The city also passes out brochures which specify what offenses are illegal. One city ordinance forbids use of the "F" word, or "fuck." Black Entertainment Television, which sponsors major live music concerts, was successfully encouraged to relocate from Daytona Beach to southern Florida. "Kids follow the music, so many go to Miami now instead of here." "We succeeded in cutting the tourists in half." "A few years ago there were 200,000 here, but today this has dwindled to about 50,000." #4460

78. Adjusting tactics

People also adjust their tactics to achieve the results they want. Thus they will increase or decrease pressure or alter their methods, in order to get another person to do what they want him or her to do.

Our teenage daughter often comes in our bedroom and flops on the bed when we're getting ready to go to sleep. Sometimes she wants to make conversation. But when I'm falling asleep, the last thing I want to do is make conversation. I tell her I'm going to sleep and my wife tells her to leave, but she usually ignores this. I know she just wants attention, so initially I asked if she'd like a hug. She refused because she doesn't like to be touched. Then we found that the easy way to get her to leave was to assign her a task. If my wife asked her to bring her a glass of water

or do something else, she suddenly disappeared. Lately our daughter just ignores these requests and remains where she is on the bed. Because she doesn't like to be touched, I've started nudging her with my foot under the covers. She reacts by jumping up and then sitting on the bed where it's hard for me to reach her. At the moment what works best is for my wife and me to show affection for each other. Our daughter cries, "Gross!" and stalks out of the room. #4461

Elizabeth, my girlfriend, puts lots of pressure on me to spend more time with her. The problem is my time is taken up with my studies and other things. I have a lot of demanding courses in the premed program and spend much of my time studying. I also have numerous extracurricular activities. For example, I'm a devoted hockey player, and have frequent games and practices. Elizabeth feels I place her at the bottom of my priorities, but I disagree. I spend all this time at hockey because I enjoy it immensely. I also want to do as much as I can now, because I know in a few years when I settle down I won't be able to be as active in sports and other things.

At first Elizabeth argued with me and demanded that I spend more time with her. I tried for awhile, but my activities continued to interfere. Then she tried the silent treatment. When things didn't change, she became frustrated. She tried crying, name calling, fighting, reasoning, pleading, and begging. She wanted to make me feel guilty, and she certainly succeeded. At first she attended every one of my hockey games, and was enthusiastic about the wins and sympathetic about the losses. But she was bored because I was on the ice for three hours while she was shivering alone in the stands. She also felt threatened by the hockey, because it didn't really provide us with together time. So she tried skipping hockey games, but this resulted in her seeing even less of me, which frustrated her more. I sympathize with Elizabeth, and feel guilty when she has something special planned for us and I can't participate because of prior commitments. When we argue over this, she becomes very upset, and I don't enjoy my activities because I know I've upset her.

Now Elizabeth is threatening to end the relationship. She either wants it changed, or she wants out. Before when she made demands, I always knew she'd come around. But this time I know she means business and I'll have to compromise. Sports and other extracurricular activities are important to me, but so is Elizabeth. One can not have his cake and eat it too. So she's agreed to attend my hockey games and I've agreed to make time to do the things she wants to do. I don't agree with the pressures she used. I believe individuals should be able to do

what they want without having constant pressures and demands placed on them. But maybe if she hadn't used all these techniques, her final method of threatening to break up wouldn't have been as effective. It made me realize just how desperate she really is. #4462

Neither of my parents had the opportunity to go to university. Instead, they had to work their way up from the bottom, and they were dead set that their children would not have to go through the same thing. I wasn't thrilled with the idea of spending the money I'd saved, to go to university. I wanted to take a year off and work, and then decide what I wanted to do. But my parents completely disagreed. They thought if I took a year off I wouldn't go back to school. Dad said, "Do you expect us to believe you'll go back to school after taking a year off and partying every single night?" I couldn't believe it. "I said I was taking a year off to work, Dad, not party." He said if I was telling him I wasn't going to any parties for a year, I was lying. "I never said I wasn't going to any parties. What's the difference? I'll be going to parties if I go to university." He just looked at me and walked away, and we didn't speak for a week.

A week later Dad said, "I'm giving you a chance to go to university so you'll be able to walk into a half-decent job, and not have to work like hell to get it." I told him, "You might be giving me a chance. But I don't see much of a choice." That was it. The next day I was called downstairs to talk to my parents and my older brother. They said I would go to university, but if I decided to leave home instead to go to work, they wouldn't help me. I looked at Mom and asked, "Is that right?" and she just looked away. Then Dad said if I wanted to consider it for a year, I could stay at home, but I'd have to pay room and board. My brother told me, "All of my friends who didn't go to university are still working at the same old shitty jobs for the same old shitty wages. I graduated only last year, and I'm making good money as a teacher." Dad started talking about how hard jobs were to find. I told him I'd been offered a good-paying job just that day, so now I could work part-time and save money for my second term of university plus have some spending money. My father just looked at me. "You aren't planning to work and go to university at the same time, are you?" "Yes, why?" "How in hell do you expect to get good marks when you're working instead of studying?" I couldn't believe this. "You mean you won't let me work for spending money or to get some clothes? And how am I supposed to pay for second term?" They'd decided to run my life and had forgotten to tell me. "Well," I asked, "is the money going to come from heaven or from Santa?" Dad said I didn't need spending money; the clothes I had would do fine until

Christmas, and they'd try to find some money for my second term. "No way! I won't go around without a cent to my name. And I'm not wearing the same clothes every day until Christmas! I'd rather find a job, get a cheap apartment, and move out." When I went to bed I'd decided that's what I'd do, and I told my mother this the next morning.

Right afterwards my mother called my father at work and they met for lunch. When she returned she said they wanted to have another talk with me later downstairs. I said, "Forget it. You wouldn't listen to me the first time, so why would you start now?" "Your father is trying to make you happy. Give him one more chance." "He's trying to make me happy? Bullshit!" Mom shrugged her shoulders and walked off. But I decided to meet with them anyway just to hear what they'd say. Dad told me, "I really think you'll like university. If you give it a chance we'll make it worth your while." I couldn't believe this. If you heard it on a late-night movie, you'd swear it was a bribe. "We've decided that if you work hard all summer and pay for your first term and books, we'll pay for your second term and books." I thanked them but wanted to know about my clothes and spending money. "Your mother will give you a clothing allowance and you can ask either of us for spending money whenever you need it." It didn't sound like too bad a deal. Mom added, "For every grade you get over seventy five, you can have something you want as long as it's in reason." After thinking about this a few days I decided I might as well see what university was like for a year.

After I started university I decided it wasn't great. But I could go out whenever I wanted and my classes weren't that bad. One day I had to walk home in the rain through a field full of water. Dad started asking me how I liked university, and I said it was O.K. He threw a fit. "What do you mean, O.K.? Do you know how many kids would die to be in your shoes? You should consider yourself very fortunate." I told him, "Fine, let them go to university. Because if I have to walk through that swamp of a field everyday it rains, I'll be home with pneumonia anyway." Then I left for my room. An hour later Dad came to apologize. He said if I stayed and finished the year, they'd get me a small secondhand car to drive back and forth to university. I thanked him and told him I'd stay for the rest of the year. That night Mom came to my room and apologized for all the threats they'd used. "I'm really sorry, but it was the only way we could get you to go. We don't want our children to have to go through what we did. We never considered the possibility one of you wouldn't want to go. Your father has worked so hard to afford to send you all, that he can't accept the fact one of you refuses." I told her, "I'm sorry I upset Dad. But if I don't want to go back next year, you'll

have to accept it and let me make my own decisions." Mom agreed and said she'd talk to Dad about it.

Since then my parents don't say much about it anymore, except to see what I want when I get a good grade. Every once in a while they say how proud they'll be if I graduate. I don't think I'll tell them for awhile that I've decided to go for a degree in psychology. Even though they meant well, I'll never fully forgive them for their threats. It wasn't right for them to use threats to push someone to do something she doesn't want to do. I think if they'd left me on my own I'd have decided to go anyway. I didn't need them to force the decision on me. #4463

79. Persisting

People frequently repeat specific tactics to get others to do what they want. When they are not successful initially, they may continue to exert pressure and are often successful over time.

Dad won't stop talking about something until it gets done. #4464

My wife uses the repetitive lecture to get others to do things her way. She repeats her message for five or six times in different words. She gets her message across the first time, but I guess she thinks if she keeps repeating her message it is more likely to sink in. It's a drag to sit there for ten or fifteen minutes listening to her repeat herself. #4465

I keep telling my wife to use turn signals when she drives. But she doesn't bother if there is no car behind her, or she uses her turn signals at the last minute after she has begun to turn. I keep mentioning this, but it doesn't seem to sink in. #4466

My friend Marty is very opinionated and bullheaded. Even when he knows he is wrong he won't give in. I normally tell Marty my opinion, but then quickly give up trying to get him to change his mind. It is easier to quit than to continue arguing. But one time I didn't take the easy way out. We were arguing over a project we were doing together for one of our courses. I wanted to add something to the project, and he didn't agree that it should be added. I knew I was right and we argued for a long time. This project was too important for me to give in, because I knew it would be better for us to make the addition. I called Marty "a fucking idiot," and he got defensive and called me "a jerk." Finally he gave in. #4467

Expectations of responses and outcomes

When I take off my sneakers at night, I toss them across the room toward a pile of my stuff. They are sneakers and they don't make much noise when they hit the floor. But my wife is concerned they will bother the neighbor in the apartment below us who is trying to sleep. She keeps telling me to stop throwing them and instead put them down gently on the floor. I usually don't toss my sneakers when she's in the room. #4468

My past roommate did drugs a couple of times a week. He asked me about a hundred times if I wanted to do some too, and finally I decided to. I don't know if I agreed because of his pressure or because I was curious. I think I just wanted to shut him up. I never tried drugs again, and he moved out a couple of months later. #4469

When you get a correction from your teacher in a dance class, you may or may not be able to correct what you are doing right away. You always try, but you may not really understand what your teacher means. In some cases I've had the same correction many times, but it has taken several years before I actually understood what my teacher meant. #4470

Expectations of responses and outcomes

People act for a variety of reasons. One reason is to get what they want. A second reason is in response to the pressures that other people put on them, and this was explored in the previous section, "Tactics employed with others." A third reason is in expectation of pressures that other people are likely to put on them. People frequently do what others want because people think they will be pressured by others if they do not. Therefore they act in advance of this pressure in order to avoid the pressure. A fourth reason people act is that they expect that a particular outcome is likely to happen if they do or do not act. This outcome may be desirable or undesirable and people act or do not act in order to obtain the outcome or to prevent it. For example, you take your garbage outside because you do not want your home to smell bad. You do this even if you live alone and do not have other people who pressure you or who are likely to pressure you to take it outside. The third reason, the expectation of pressures from

others, and the fourth reason, the expectation of desirable and undesirable outcomes, can be just as effective as the second reason, pressures from others, in determining how one acts.

In the following example, we see that people stop drinking at a party, not because of pressure put on them, but because they expect this pressure if they do not stop drinking, and because they expect undesirable outcomes if they do not stop drinking.

I had a small party at my parents' house on a Saturday night. The party started about nine o'clock, and there were eleven people present. At first everyone sat around making jokes. Later they moved into the piano room where my sister played the piano and one of our friends, Gary, played the guitar. By this time individual drinking patterns were fairly well established. After we sang around the piano, a friend of mine, Jack, and I decided to do a song we knew. Both of us were rather drunk. During the next 45 minutes we tried to sing and consumed three more beer each. Others laughed at us, some so hard that you could see tears. Everyone was enjoying themselves, regardless of the amount of alcohol they consumed. Then Jack tried to recite a very beautiful piece of poetry. But no one could stop laughing long enough to listen to it. After that four people decided to leave the party. The only person still drinking was Jack. Finally Gary sang a beautiful ballad while he accompanied himself on the guitar. After that things slowed down. I took my date home and Gary decided to leave too. The other members of my family went to bed. Jack continued to drink and waited for my return. But after a short while he went to bed. When I got back home everyone had gone to bed. I opened another beer and thought about why people stopped drinking. No one guit because of a lack of booze. I wanted to know if they had stopped because they wanted to, or for other reasons. Therefore I asked them later. I found that everyone had stopped drinking for other reasons, not because of personal choice. All of those who drank would have liked to continue drinking, but didn't continue because something else was more important to them.

Here are the reasons why each person stopped drinking alcohol:

Myself, 19 years old, a university student and host of the party. I downed one beer after another at the party. I stopped drinking around eleven thirty, because I knew I would have to drive my girlfriend home after one o'clock in the morning. I believed that my girlfriend would be very angry if I continued drinking. I did not want to mess up a relationship that is very important to me.

Expectations of responses and outcomes

- *My father*, 43 years old. He sipped away at rye and ginger. He stopped because he was scared that if he drank too much he would make a fool of himself in front of my friends.
- *My mother*, 41 years old. She had two drinks of rye and ginger and then quit for the night. She stopped in case my father and I got too drunk to look after the party.
- My sister, 16 years old. She had one glass of wine and stopped. She did not stop because our parents were present. She stopped because she is depressed because she had just broken up with her boyfriend. She was in a bad mood and was scared what she might do if she had too much to drink.
- *Jack*, 23 years old, a university student and my guest for the weekend. He downed one beer after another. He stopped drinking in order to go to bed because he was very tired and couldn't stay awake.
- My girlfriend, 18 years old. She is a staunch nondrinker. She did not drink any alcohol, because she doesn't enjoy drinking.
- My girlfriend's sister, 16 years old. She had three glasses of wine and stopped because her big sister, my girlfriend, was starting to watch her. She was scared that if she drank too much my girlfriend would tell their parents.
- A drinking buddy of mine, 18 years old, and my girlfriend's sister's boyfriend. He would have liked to drink, but did not drink anything because he had drunk too much alcohol that afternoon and had a slightly upset stomach.
- My sister's best friend, 16 years old. She had one glass of wine and stopped drinking, because my parents were at the party and she doesn't want them to know how much she drinks.
- A longtime friend of mine, 18 years old. He had three beer and quit. He is the boyfriend of my sister's best friend, and planned to drive her home. He had to be sober enough to drive and didn't want her to get upset over his drinking too much.
- Gary, 16 years old, a friend of the family, who played the guitar. He had four or five glasses of wine. He has done little drinking previously and became giddy. He quit drinking because he knew that sooner or later he would have to leave and he was scared his parents would catch him drunk. #4471

What is significant here is that individuals did not have to use various tactics, such as getting upset or angry, tattling, or using punishments, in order to get others to change their behavior. It was the expectation

that they were likely to use such tactics which caused others to change their behavior. Also, the expectation that there would be undesirable consequences if one continued to drink caused certain participants to stop drinking. The mother wanted to remain sober enough to deal with the party if her husband and son were too drunk to do so. The father did not want to make a fool of himself. The sister stopped drinking because she was scared what she might do if she got drunk. The drinking buddy had an upset stomach and did not want to make this worse. The host and the longtime friend wanted to be sober enough to drive their girlfriends home. Another observation is that even though the party is a group endeavor, members of the group frequently differ in what they do and why they do it. Every person had their own reasons for how much they drank and why they stopped.

In the following example a person does not do what she would like to do, which is accept the gift of clothes, because she expects that her husband will react in an undesirable way.

This past Christmas Mom and I took some used children's clothes to a needy family in the neighborhood. They have a large number of children and Kent, the father, is an abusive alcoholic. Mom and Janie, the wife, are very good friends. Janie seemed pleased we had thought of her. However, she was very tense. She told us she wanted to accept the clothes for the sake of the children, but could not. This is because Kent did not want to accept charity of any kind. He feels he can look after his family himself without help from neighbors. Janie said if she accepted the clothes Kent would get angry and likely go on another drinking binge. If Kent went on a binge he would make Christmas miserable for the whole family. Janie refused to take the clothes because of her fear of what her husband would do. One thing I have learned is that those who live with an abusive alcoholic are always trying to please him. #4472

Conflicts between people

Each person has his own set of models in regard to what he wants, what things to do, when to do things, how to do things, what he and others should do, how the world works, what the facts are, and so on. Therefore, there are many differences in the way individuals behave.

When my wife brought me my morning coffee she asked if I could help peel potatoes while she fixed lunch. I asked if she wanted me to do so then or later, and she said to finish my coffee first. I told her I'd drink the coffee after I finished the potatoes, but she said the coffee would get cold. I said I wouldn't mind reheating it, but she said to bring it with me and drink it while I peeled the potatoes. We went to the kitchen and she continued to encourage me to drink my coffee, but I said I'd rather drink it later. I like to have my coffee when I can relax and don't have anything hanging over me that I feel pressured to do, so I can sit and think about anything I want. I've talked to my wife about this and she has a different point of view. She feels one should drink the coffee when it is fresh, right after it is prepared, and if one reheats it, it loses its freshness. She feels the same thing about meals she prepares. She wants me and the children to eat immediately, while the food is still "fresh," and it bothers her if we delay in any way. If any of us want to finish something first, or wash our hands, she wants us to do so beforehand and be seated at the table when the food is ready so we can eat immediately. She doesn't even want us to wait for her or others to be seated, but to start eating right away. What I'm used to doing is waiting until the woman of the household is seated and begins to eat, before I start eating. My parents taught me that I'm showing bad manners if I start to eat before she does. But this isn't acceptable to my wife. #4473

Individuals really want different things when they buy a car. One person I know always buys a big car, "Because I want something my family can travel in comfortably that gives us room to put our stuff. A little sports car simply wouldn't work for us." Another person wants a smaller, gasefficient car. "I want to be able to drive around for half the day and only spend a few dollars on gas." As for myself, I want speed; something that has lots of guts on the highway. #4474

When you send in a scholarly paper to be considered for publication, you get the most varied responses. One reviewer will think it's the best thing since the invention of the croissant; another will think it's dog shit. One will want you to operationally define all your terms; another will complain when you do. And the remarkable thing is that all the reviewers have Ph.D.'s in your field, have read most of the same books, and may well have been to the same graduate schools and had the same teachers. #4475

Different individuals frequently look at the same situation differently. In other words, they employ different models to understand what is happening, how things work, how people behave and should behave, and what one should do.

A little boy came into my store to buy some marbles. He told me he had been saving for a long time to buy them. However, when he went to pay, what he had was one half of a two-dollar bill. I took his half and exchanged it for a two-dollar bill of my own. I gave him the marbles and told him to go home and bring me back the other half of the bill. He returned a few minutes later with the other half. However, he expected to be able to use it to get more marbles. I had to spend almost thirty minutes explaining to him why he could not have more marbles. #4476

My wife told me that Edward was a big man. He's stocky, but he's not very tall. So I disagreed and said I didn't consider him big. We discussed this and I posed a question, "Which is bigger? A short and fat man, or a tall and thin man?" My wife said, "The former." I said, "The latter." #4477

I grew up in a small Catholic community in the country. There were a few Protestant families in our area, and a Protestant minister and his family moved into a house nearby just before Halloween. We were thinking, "Boy, are we ever going to get some special treats from these people. They're from away, and they're going to have something really fancy." They would be the crowning achievement of the evening, and we left them until last. When we got to their house, this man came to the door and we were waiting to be invited in. But he didn't even let us inside. In the country, you go into the house on Halloween to get your treats. They guess who you are and stuff like that. What the man had was a bowl of chocolates and he gave us each one chocolate. We were so mad. Oh God, were we mad. Normally at one place you'd get fudge and chips and an apple, or you'd get a bottle of pop and a (candy) bar. We were so disappointed. We thought this man will never last in the community. And he didn't last very long. Good enough for him. #4478

You can tell my brother is from the country. He was visiting Vancouver and he got on a bus and saw this girl, and everything about her – her hand motions, her facial structure, her hair color, her eyes – closely resembled

a female friend of ours who has moved to Prince Edward Island from Vancouver. So didn't my brother get up from his seat in the bus and go over and ask if she was any relation to the girl who has moved here. And the girl on the bus said, "No! No way!" My brother told me, "She said she wasn't related, but I'm pretty sure she was. Well, at least she could have told me." He didn't think she was telling the truth. I could just about die laughing! You can tell he's from the country, because he didn't know you don't just go up to strangers and say, "You look so much like so and so." You can do it on the Island, but you can't do it in Vancouver. You see lots of family resemblances on the Island. Our friend sticks out here because her style is Vancouver style. But in Vancouver lots of people have Vancouver style. #4479

One lady, who lives around the corner, goes to considerable fuss every Halloween. She and her older girls dress up completely as witches, cats, and goblins. I once took my little nephew to her door. Out front there was "a ghost" tied up in a big tree. The front porch was lit up by orange lights and you could hear scary music coming from her house. The "witch" occasionally poured a punch, or "brew," from her cauldron, and passed out fudge as a treat. My nephew was scared by all this, as would be almost any child. When she gave him a treat, she constantly cackled and called him "little boy." I thought this was unnecessary as it was evident he was already frightened. Even after I assured him out loud that she was only a pretend witch, she kept insisting to him that she was indeed a real one. If I didn't know her as well as I do, I would have thought she was crazy. When I reassured my nephew, I used a tone of voice that would let her know I was getting angry. This seemed to add to her fun. We took the fudge, said "Thank you," and left. I am sure her intentions were good, but I've been skeptical of her ever since that Halloween night. #4480

I'm sick of being called "string bean" and other names. People tell me I'm too skinny and had better see a doctor. I feel great, and I can't understand why people always assume that just because I'm thin, I must be sick. #4481

My girlfriend won't dance with me, because the way I dance embarrasses her. She thinks I hop around too much. Sometimes when I know she really wants to dance, I promise to dance like everyone else, and we dance together. But it isn't much fun. #4482

I was in a store and overheard a mother trying to interest her daughter in an inexpensive pair of boots. Her daughter reacted, "No! I don't want those. They aren't in style. I'll go without boots before I'll wear them!" #4483

My grandmother says that the only programs she watches on television are the news programs. She says she avoids the other shows because they are about murdering someone or sleeping with someone else's husband. #4484

I look forward to going to the woods to pick out a Christmas tree. The only problem is finding one that the whole family agrees on. #4485

At Christmastime I can live with plastic decorations, but I can not accept artificial Christmas trees. Today you see artificial trees in many homes. But there is no reason in the whole wide world why people can not go out and buy a real tree or go to the woods and get one for themselves. Getting a tree in the woods has always been an important activity for our family. I asked my aunt why she prefers an artificial tree over a real one. She answered that her family could never find the time to look for a real tree. Also, she said an artificial tree is not as much trouble, because you don't have to clean up fallen needles and you don't have to keep watering it. In addition, you can put it up and take it down in a few minutes, and it packs away neatly in a box. I think these are ridiculous reasons. First, people have as much free time as they want to have. Second, when you sweep or vacuum your floor, what's the big deal picking up a few extra needles from the tree? The floor has to be cleaned anyway, whether or not there's a tree. Third, it only takes a few minutes to water a tree, and no more time than it takes to water flowers in a pot. An artificial tree is not the same as a real tree. You can smell a real tree, but not an artificial one. Some people buy spray cans of scented snow, but it is nothing like the real thing. #4486

I have a couple of younger neighbors who think that driving like maniacs and screeching their car tires is the "cool" thing to do. They constantly rip around in their cars making a great deal of noise, and one of them has already been in a serious accident. Some of the older people in our community say these two are just acting like all boys act and will grow out of it. Anyone with any real brains knows that they are a pair of jackasses who will probably end up killing themselves or someone else. #4487

A woman entered the grocery store where I work with four dollars worth of coupons and wanted cash for her coupons. However, you have to buy the item portrayed on each coupon in order to pay the reduced price stated on that coupon. Naturally the cashier refused to give the woman cash for her coupons. The woman blasted the cashier and then went to see the manager to demand her money. #4488

Many people on the Island grew up at a time when it was important to keep the Sabbath holy, and not do any work or financial transactions on Sunday. One Sunday I returned a grain auger to a lady on another farm. I wanted to square up the bill with her, but she told me there would be no business transactions on her property on the Sabbath. I had to return later that week to settle up with her. #4489

When you hold a group meeting most people want to get involved. Everyone has different concerns and different ways of looking at something. Moreover everyone wants to tell you what they think and wants to persuade you to see things the way they do. As a result it is very difficult to agree on things or reach a decision at a meeting. If you want to get something specific adopted, you have to go see people before the meeting, tell them what you want to do and why, and try to win their support. The more support you get, the more likely you are to get the group decision you want. #4490

I was chairing a meeting and used the word "damn." This man stood up and said he thought it was very improper for women to talk that way. He stated he wasn't going to be party to any meeting at which this happened, and then he walked out of our meeting. Just the word "damn," that's all I said. #4491

Last Sunday at church the guy sitting further down from me put two dollars into the offering plate. Everybody knows he's got tons of money. Then after he put in the two dollars, he reached in to take back change. If that isn't cheap, I don't know what is. #4492

I went grocery shopping with Alice at the K-mart. When we were in the produce department she started pulling the grapes off the stems, or pieces of vine, and putting the grapes into a bag. I asked her why she was doing this, and she said she didn't see any reason why one should pay for the weight of the stems too, since no one eats them. I

mean how much would the stems weigh? Maybe a couple of ounces. I should have asked her if she also removes the peels when she shops for bananas. #4493

A man in my community operates a fast-food counter. One day a customer ordered French fries, and when the man gave him the order, the customer noticed a fly among the fries. The customer handed them back, saying, "There's a fly in these." The man took the fries back, picked the fly out with his fingers, and handed the fries back to the customer. The customer hit him. I understand this case is presently on its way to court. #4494

On Halloween night a group of us girls wore costumes to a club. As the night progressed my friends decided to go to another club, but I decided to stay. I went over and sat with a male friend, Steven, who had taken off his mask. Many people, seeing me with Steven, assumed I was Mack, a friend of his. This became quite amusing when girls kept coming over and asking me to dance. I simply sat there and dared not say anything. I kept my mask on until the evening was over. When I finally took it off, some of the girls who had asked me to dance looked positively shocked. #4495

Mom and I get along great about almost everything, but we fight all the time over the kitchen and housework. We argue about how messy the house is. Mom is just so soft with her housework. I was home this past weekend and argued about the way she keeps the kitchen and the kitchen cupboards. Someone didn't shut the cellar hatch and rats got into the house. I keep telling her not to leave things in the cupboard that the rats can get into, and to put everything in glass jars and plastic containers. I went through the cupboard and found a rat had been gnawing on packages, and I had to start firing things out. Then I found they had gotten into a loaf of Mom's bread and chewed half of it away because she hadn't put it into a closed container. I was so mad. And there were dirty dishes and everything. Mom just said, "Well, you clean it." She expected me to come home for the weekend and do her housework for her. She told me, "You don't do anything. You're just in Charlottetown. It won't hurt you." My mother is so weird. She says she has to work so hard at her job that she can't be expected to do all this housework. My rebuttal is if you have to work so hard that you can't look after your house, I think you'd better quit your job. #4496

There was a student minister at our church. I didn't like him. I didn't get along with him because he was hellfire and brimstone, and I'm what you could call a lukewarm Christian. He would make me feel uncomfortable, and I questioned everything he said and he had trouble backing it up with scripture. #4497

The farmers where I live are not keen on organic farming. They lived during a time when they had to do organic farming. So you don't go in and preach to them about using organic fertilizer. If you come in and tell them about composting, well they did composting when they were kids, and they know how hard it is to do for a farm. But now they are really into using fertilizer. They've lived their life just to be able to buy that fertilizer to grow that crop. Dad laughs at these people who say, "Oh goodness, farming with fertilizer is awful! It's expensive, it's a fossil fuel, and it's non-renewable. Seaweed is the best thing." And Dad says, "No! You put enough seaweed on your land and the salt content will wreck it forever. Mussel mud is the same thing. Lots of areas have been wrecked by the salt." #4498

Islanders pay a great deal of attention to how others behave. They are particularly watchful of those who hold jobs which require them to deal with and please the public. This includes politicians, business people, and the clergy. However, Islanders differ in how they interpret the motivations behind their behavior. There are those who appreciate their concern for others. And there are those who distrust their motives.

For example, I have often heard people praise the staff and management of a particular funeral home. Employees at the home are very helpful, considerate, and sensitive to the needs and wishes of their clients. People who have had family members waked at the home always comment on the excellent service, and the home enjoys a fine reputation. However, every time I have heard someone praise the staff at the home, someone else will say, "Well, why the hell wouldn't they be nice to you? They're getting paid damn well to be nice." This comment reflects the attitude that everything such people say or do is done to promote their business interests. While this may well be true, it does undermine any appreciation of the employees as people.

Car salesmen are another target of these kinds of comments. Everyone knows that they are in the business of selling cars. If you comment what a nice guy a particular salesman is, others react as though you are crazy. "Yeah, I guess you'd be nice too if you were trying to

sell a car. That fellow couldn't care less about anything other than selling cars." After someone makes such a comment, it is useless to point out that you met the salesman at church or in the supermarket, and that he was pleasant in that context, which had nothing to do with selling cars. If you say this, the reaction is likely that the salesman was just keeping his eyes open for the next time you want a car.

The same response can occur if you become friends with someone who is active in politics. While your relationship with the person may have nothing to do with political issues or interests, other people may tell you that the person is not being genuine. "Of course he's nice. They're all nice when they want something. I can't see how you can be so thick, so easily taken in. Can't you see through the likes of him? When a person has a big job like that, he can afford to be nice and speak to people."

People in public positions are on constant display. As a result they have very little room to maneuver. Instead, they need to put their best foot forward at all times. The occasional bad day or abrupt manner is unacceptable. It appears that in the case of some public positions there is absolutely no way to win. If you don't speak to others, you will be criticized for inflating your own importance and acting big. But when you make an effort to do the opposite, people criticize you for "trying to cod people with the big smile and handshake." Although some people appreciate your efforts and respond positively, there are others who think you are just looking out for your own interests and that you are faking your interactions with others to produce the results you desire. On the one hand, Islanders dislike people who are "all business," and show little interest in others. On the other hand, when people with public positions are personable, they are often accused of having an ulterior motive. #4499

I work in a restaurant as a waitress. The employees in the restaurant are constantly surprised at how cheap the owners are. For example, we use vinegar to clean the pots that we boil hot water in. The vinegar dissolves the minerals that accumulate in the pots. The owners want us to save the vinegar that we use so we can use it again. This is ridiculous. Then on weekends we serve about 200 people a night. There are only two waitresses and we have to do everything except cook. In addition to serving customers, we have to wash the dishes and clean the dining room and bathrooms. This is because the owners are too cheap to hire additional staff. They are also cheap when it comes to items like ketchup, sugar, cream, butter, and bacon bits. The other day another waitress and I were making a salad for our lunch. Bonnie, the other waitress, filled a

miniature paper cup with bacon bits from a bowl. The cup was about an inch wide and an inch tall. An owner saw her and said, "You have too many bits in there, Bonnie. Take some out. You are only supposed to fill it half way." Bonnie objected, "This isn't too much. Half this amount wouldn't even cover my fork." The owner told her, "If you want those extra bacon bits, you'll have to pay for them." Bonnie got very angry and threw them back into the bowl. The fact is that the restaurant buys large boxes of bacon bits at wholesale prices and this small amount made no difference. It just shows how cheap they are. #4500

I work in a hardware store and have to deal with many kinds of customers. Customers are like Doberman pinschers; you cannot trust them, because you don't know how they will act. Many are pleasant and satisfied with the service, but many others are difficult to deal with. Some customers act as though it is your fault that the store does not have a particular item. Others refuse to believe that you don't have the item. They may say, "You must have it someplace," and often go ask another employee for it. Then there are those who aren't sure what it is they want to buy. For example, a lady will ask for "the little round thing, about this big, with holes in it," but not know what it is used for, and insist, "C'mon, you know what it is. My husband said you have it." Some customers believe they know it all. You can suggest that their approach is not the best one to take, but they insist that their way will work best. One lady told me, "Don't argue with me, young man." Some people do not understand anything you tell them. After you explain several times how to do something, they continue to shake their head as though you are talking a foreign language. Finally, I say, "Please read the directions before you use this." Some customers hold up a package and ask, "How many do you get in a package?" I look at the transparent package, count the items that anyone can see, and reply, "Three, sir. One, two, three." There are impatient customers who ask if you are busy while you are in the middle of helping someone else. And there are customers, usually male, who show you no respect. Some whistle for you to come help them. Others yell, "Hey, boy!" to get your help. When you work with the public you have to deal with many difficult and annoying customers. I have worked at this job for five years, running around like a damn fool for people who do not appreciate it. I always try to remember that for a business to stay in business, "the customer always comes first," "the customer is always right," "the store needs the customer, but the customer does not need the store," and "for every impolite customer, there are five polite ones." #4501

Because my parents went through the Depression in the 1930's, they are very reluctant to buy certain things on credit. This is also true of many of their friends. Their attitude is that if you can't pay cash for something, you can't afford it. However, men practice a double standard. Thus it is quite acceptable for a man to buy land, a house, farm machinery, and even a car on credit. In contrast, it is unacceptable for a woman to use credit to buy household furnishings and clothing. Men consider such things luxuries and frivolous, and believe one should be able to get along without them until there is enough cash around. Although men argue that the things they buy on credit are investments, they are things which raise a man's status. Purchases which improve a woman's personal appearance or the appearance of her house. and thereby enable the woman to maintain or upgrade her status, are given a much lower priority. My mother and her friends have discussed this many times and say, "All the money about the place goes to the outside. There's never anything for the house, or for me."

In their efforts to keep spending under control, many men attempt to prevent their wives from buying things on credit. In my household, one way Dad tries to do this is by putting the run on traveling salesmen, or peddlers, as he calls them. These salesmen sell wares which appeal primarily to the wives, such as vacuum cleaners, cosmetics, home care products, and encyclopedias. Dad feels they try to fool people into thinking they need their products, and he and Mom have many arguments over this.

Dad always tries to meet peddlers outside, so he can prevent them from ever getting inside the door. Once when the Avon Lady came to call, he informed her no one else was at home and there was no use going to the door. Mom was inside and was furious when she found out. If Dad cannot keep salesmen out of the house, he is quite willing to insult them once they are inside. He told an encyclopedia salesman, "Surely to God, no one is foolish enough to pay hundreds of dollars for a few old books. And anyway, someone like you should be home, instead of on the roads trying to fool the money out of people." On another occasion a vacuum cleaner salesman had phoned ahead to set up an appointment, and Mom agreed without informing Dad. When the salesman arrived, Dad was really angry and started right in on him. Dad told him, "You needn't bring all that junk in here. You can save your bother; we won't be buying it. If people wanted those things they could go to the store themselves and get them. No one needs the likes of you coming around the door. By the look of you, I'd say you should be in the lumber woods, not out selling vacuum cleaners." The salesman

protested that his product was good, and he asked Mom if he could give his demonstration. She agreed, but she knew it was a waste of time. She would never be able to buy a vacuum cleaner on credit and put up with Dad afterwards.

I think Dad's attitudes toward credit and to traveling salesmen are fairly representative of men his age in our area. They want to avoid the use of credit except when necessary, because they are afraid their debts will get out of hand and they won't be able to meet the payments. If they lose their control over expenses, the sheriff will be at their door and their farm will be sold. Not only will this mean personal failure, but the family and their relatives will be disgraced. As a result, items that the man wants for the farm, such as machinery, fertilizer, and cattle, come first, and items that the woman wants, such as a new dress or new curtains and a fresh coat of paint for the kitchen, rank a poor second. #4502

In a rural community, local people have a different attitude toward local workers than do people who "come from away" and attempt to operate a business on the Island. Farmers often need help during the busy periods when they are planting and harvesting crops. Often time is of the essence, and workers are really needed to get the job done. There are not many people who are interested in farm labor. As a result, there is a general attitude that the farmer should appreciate those he is able to get. Often the people that you hire are your neighbors, and they expect you to treat them accordingly. Most farmers do not see themselves as "employers." Instead, they see themselves as people looking for "a little help with the potatoes or the hay." They know that someday one of the neighbors will be calling on them with a similar request. Even though there is a wage being paid, being "a good neighbor" comes first. If the local workers arrive late for work, they don't expect you to complain. After all, it's not as if you're running a big company. Surely you can wait for five or ten minutes. Most people would be quite offended if you cut their pay because they left early one day or missed part of an afternoon. Surely you're not watching the cent that closely. The Islander knows that the work is likely to get done sometime. There's no use driving the people you have working for you. It will only make things bad for you in the long run, because eventually you won't be able to get anyone to work for you. You have to live in the community with these people, so you might as well treat them decently.

In contrast, there are also large farms on the Island which are run as a business by people who have moved to the Island. Their attitude is that they are running a big business and money is to be made. If you do not

work up to standard, they'll get someone else. It doesn't matter to them whether you like them or not. On one occasion, my brother, Carl, had a friend of his, Vincent, helping with the hay. The owner of a large farm, who was originally from Ontario, dropped by our farm. When the owner realized that Vincent was there, he wanted to ask Vincent when he could do some work for him. However, the owner did not approach Vincent. Instead, he said to me, "Carl has him working, and I shouldn't interrupt. Vincent shouldn't take time off his job to talk to me." Later, I told this to Carl and Vincent and they both laughed. My brother, Carl, said, "It would be pretty bad if a person couldn't stop for five minutes to speak to someone." The regular Island farmer could not survive if he took the approach with his employees that "time is money." If he tried to act like a big businessman, word would soon spread that he was "trying to act big." If you respect people and do not drive them, they will usually do a good day's work. Gradually some of the people who have moved to the Island and own or manage large farms are learning this. #4503

Individuals normally have different models regarding the same subject. The following are three responses to "What is a good Christian?"

I feel very strongly that one should be a good Christian. People should have a religion to follow. It is very important in a person's life. It gives people a guide to follow and a crutch to lean on if something bad happens, such as an accident or a death in one's family. Nowadays people don't take their religion seriously anymore. They think if they go to church maybe three, four, or five times a year, they are doing well. But those same people have all kinds of trouble. Look at the MacDonalds down the road. They go to church a couple of times a year and they call themselves good Catholics. Their sons are always on the road, drinking and swearing, and goodness knows what goes on when they are around. Charlene, their daughter, got pregnant and had a child, and she wasn't married and probably never will be. The other daughter married a divorced man. Sometimes I feel sorry for the parents, Sally and Ed, for having such hardships, but what can you expect when the parents themselves don't give them an example to follow. I'm not saying that they are bad Catholics or bad Christians. They are good people at heart, good neighbors. I mean if I needed something at the store and they were going, they would get it for me. Or if I had something bad happen to me, they would help me. But I don't visit them very often. When I go over there it is very uncomfortable for me. There is always some rough talk and the like, not very Christian talk at that. I never

ask Sally to the C.W.L. (Catholic Women's League) meetings, because I would be wasting my time. The children have no morals or discipline, and a good Christian has these things. Going to church gives these things to the young people. It gives them an example to follow and civilizes them. #4504

I feel it is very important to be a good Christian. I go to church as often as I can and I try to get the most out of the sermons no matter how boring they are. When I say "a good Christian," I mean just what the words imply. Trying to be Christ-like. Helping others, being fair to others, feeling sympathy for other people's problems, and so on. This makes a person more humble and gives a person a better grip on life today.

I encourage my children to attend services and get involved in youth groups. I do this because I feel that as the years go on they are going to need a stabilizing force in their lives, and I feel that the church can give them this. Also, attending church gives them the opportunity to help others and contribute to the community. Thus they are acting like a good Christian should act. By doing this, going to church and really practicing their religion, they will be prepared to meet their God, which is in itself no simple thought. Many people don't believe in God or heaven or hell. But they will change their minds when they are standing in front of Saint Peter outside the gates of heaven.

There is no such thing as a person being a bad Christian. Either you are a Christian or you are not a Christian. There is no halfway thing about that. There are some people who profess to be a Christian, but turn around and do bad things. I say those people are not Christians and never were to begin with. If they were Christians, why would they do those things? Because a good Christian would not do them.

People have to be aware of these people who pretend to be true Christians. They can lead one astray so easily. I will give you an example. My daughter spent a lot of time over at a certain friend's house. This friend is a member of a family that is very prominent in our church. They seemed to be genuine Christians on the surface. Anyway the more time my daughter spent there, the more her attitudes about certain things changed. She became quite disagreeable, and she began to curse and swear and the like. This worried my wife and me and we began to question her. She was very defensive and wouldn't say anything. So we asked her brother about this friend of hers. It turns out that her friend acts just like that. We told our daughter that she wasn't to go to her friend's house anymore. We forbade any contact between her and her friend. Our daughter didn't like this and she sulked and so on, but she

soon straightened out. But you see, this friend was supposedly from a good Christian family. But if she was from a good Christian family she wouldn't act like this, now would she? #4505

The term "a good Christian" doesn't mean anything to me, because I don't think along those lines. I feel many of the so-called Christians are some of the sneakiest, most underhanded people one could meet. They seem to think that if they attend Mass every Sunday then they are true Christians. It doesn't matter that they call one another down or tell lies about one another, they still think they are Christians. I don't subscribe to that theory at all. I was taught that actions speak louder than words. Being a Christian is more important than just saying you are a Christian. I think just being human, we all have the potential to be Christian. Christian in the sense that we act civilized toward one another and help each other. I say one doesn't have to go to church or attend religious organizations to be Christian. #4506

Because individuals have and use their own models, they often differ in the way they handle a situation.

In the summer the Red Cross offers a "Teach to Swim Program." Swimming instruction is offered during the day for two weeks at a time on various Island beaches. Children who participate are from five to fifteen years old. One of the biggest problems is with the mothers of the children. Most of the mothers can not swim, but they like to become involved in the classes. Some mothers do not trust anyone with their children. They may bring things for their child, sit near the class, and run over to do this or that for their child. Other mothers consider the camp as babysitters, and are happy to let others deal with their children. Often they lie about the age of their children to get them into the program, and they frequently send their child without a bathing suit. Then there are those mothers who are fully supportive of the camp and even take time off from work to come on the busses as chaperones. #4507

My wife thinks I'm too authoritarian with the children. I was taught that "If you spare the rod, you spoil the child." She and I fight about this quite often, but I will not give in. I know she spends much more time with the children. But I would hope that if we are stricter we can prevent something terrible from happening, like maybe my son going to jail. #4508

I work at a fitness center and see how different parents respond to their children in the swimming pool. Parents react very differently to the achievements of their children. I watched one mother smother her child with affection the first time the child swam across the width of the pool unassisted. In contrast, a father continually downplayed his child's success. As a result the child attempted greater feats of agility and stamina. I felt sympathy for the second child. She will probably never please her father, and God help her should she fail. #4509

Cliff has just graduated from university. He is in his mid-twenties and has recently told his parents that he is homosexual. However, his parents refuse to accept that they have a gay son. They believe their son is not gay. According to them, they raised a normal, healthy, intelligent male, and one that they were proud of up until this point. He finds the whole experience of "coming out" very hard, particularly because his parents have basically disowned him until he realizes "his mistake," as they see it. They have suggested that he see a doctor. Cliff has tried to explain his own feelings to them, but they do not listen. He finds it hard dealing with the loss of his parents' support. But he says if they won't accept him the way he is, he isn't going to change. He feels better actually telling people he is gay. Cliff says he was tired of hiding and it was something he finally had to do. #4510

People are still talking about the time Julie got up in front of the congregation of our church to do the readings wearing a pair of shorts and a tank top. That caused quite a scandal. Readers in church always wear a suit or a dress. #4511

I got pregnant when I was sixteen. My parents were not supportive, most of my friends left me, and my peers were abusive and mean. But my worst experience was telling my boyfriend. He said, "You told me you were protected." But in the heat of passion, who stops love? Then he looked at me and stated, "You fucking bitch." Fuck, was I mad. I went after him swinging and laced him right in the nose. I broke it! He was lucky that was all I did. What a bastard to blame me. It was almost as if I had screwed myself. Then he walked out on me, and we never spoke again. The prick only wanted me in his bed. He didn't love me like he had said. I was shattered. #4512

One day a fishing boat failed to return to the wharf during a storm, and it was impossible for another boat to go out to look for it. The three men and their boat were rescued the next day and told others what had happened. Their battery had gone dead during the storm and they were forced to bail with buckets for the entire night. One of the three men was convinced they would not be rescued, but would likely drown, and he totally gave up hope. He refused to bail and went and lay down in the cabin to wait for the end. The other two never gave up and continued to bail. #4513

Coaches in team sports differ a great deal from each other. There are some coaches who take a constructive approach to the game and the players. On the other hand, many coaches are highly abusive and quite destructive. Every coach is different. I had one coach in softball who would come to the workouts and games and not say anything to the players. He would never tell us when we did something right or wrong. Instead he would just kick the dirt and say, "Fuck! Fuck! Fuck!" He was like a wooden Indian. Then years later I had a coach I really liked. I think the reason I liked him is that he played his best players, and I was one of them. He would show us some things and some special plays during practice. If you didn't go by his rules, you paid the price. He would not take any shit from the players. If you told him to fuck off, he would either choke you half to death or punch the shit out of you. Then I had a coach that people said was one of the best on the Island. But if you ask me I'd say he was nothing but a big fucking prick. If we lost a game he always blamed one of the players. He would yell at the player for fifteen minutes to half an hour and even attack the player's family. I presently have a very good coach. He knows the game well and has a good way of getting it across. He doesn't put the players down as individuals. Instead he criticizes the team. I think the Island can use some good coaches. Part of the reason why Island teams don't do very well is that we need better coaches. #4514

When couples shop at a grocery store there are many opportunities for disagreement between them. Many couples do not argue over choices. Some have simple methods of avoiding disagreement, such as letting one person make the choices, or splitting up the list and shopping separately. On the other hand, many do disagree. For example, one couple stopped to read the bulletins on a notice board when they entered the store and talked together very pleasantly. But when it was time to select a shopping cart, the woman wanted a smaller cart and the man wanted a larger one. Each argued for their choice and the larger cart was selected,

on the condition (put forth by the woman) that the man would push it because it was more awkward than a smaller one.

While shopping many arguments occur over whether or not to select a particular item. Often there is a desire to control the other party. The following conflict is typical.

Husband: "Let's get some Quaker Oats cereal and start eating a healthy breakfast."

Wife: "No, we don't need that. It's too expensive, and besides you won't eat it anyway. It'll sit on the shelf for a few months and then we'll have to throw it out."

Husband: "Well this time I mean it."

Wife: (Abruptly) "Fine, fine." (Pause) "It doesn't matter what I say anyway. Every time you decide to come shopping with me in the five years I've lived with you, you always want some expensive item which you never eat, and we fight and you get it anyway and the damn stuff never gets eaten!"

Husband: (Stands there embarrassed. Then puts the cereal in the cart.)Wife: (Stomps off and says in a condescending tone) "I'm going to get the cottage cheese and I'll be back in a minute."

People sometimes make a public display in order to embarrass their partner. When couples argue they are noticed by other shoppers and by store personnel. For example, a mild-mannered couple approached the checkout counter. The woman removed the items from the cart and placed them in front of the cashier. Then she shouted, "Where did the chips and the chocolate bar come from?" She knew full well that her companion had placed them in the cart. The man replied even louder, "I'm getting some treats too. Don't you talk. I'm not the one who bought a whole tub of chocolate ice cream for myself."

The following exchange also occurred at the checkout counter.

Wife: "Honey, here's the debit card. Can you see to it while I load up the cart?"

Husband: "Yes dear." (He inserts the card in the machine. Then he turns to his wife.) "What is the ID number for the card?"

Wife: "Oh." (Pause) "Well, here let me do it."

Husband: (Moves aside, then says to the cashier) "You see, she won't even let me know the ID number to our bank account. Now do you think that is fair?"

Cashier: (Smiles politely.)

Wife: "Well, you never complain about it until we have an audience.

Anyway, you know I don't give you the number unless I need to, because you spend money on things we don't need and you don't always tell me about it!"

Onlookers are often amused by these exchanges. One cashier stated that couples who argue or show off are entertaining, and provide a break in a monotonous day. #4515

I helped to organize the Miss Charlottetown Pageant this year. I even convinced several of my girlfriends to join. Then I took each girl around to meet her sponsor in the shopping mall. When I took one of the girls into the store that was sponsoring her, the owner of the store was out of town. I introduced the girl to the manager and assumed we would have a chat and get acquainted. Instead the woman looked at the girl with disgust and said, "You have pants on." There was so such thing as "Hello, my name is so and so. I'm very pleased to meet you." The manager added, "How am I supposed to see your legs when you have pants on? We don't want someone up on the stage who looks skinny or fat." In my opinion my friend looked very nice in her dress pants. Then the lady put her hand around my friend's leg to see how big it was. The girl and I were so shocked that all we could do is stand there with red faces and our mouths open. The manager asked the girl, "Have you had any modeling experience? I want you to put a skirt on and walk around the store for us. I mean we do want someone respectable up on the stage representing us." She continued to ask my friend various questions, such as who her father was, where he lived, what he did for a living, and so on. I left and went to get the woman who is in charge of public relations for the mall and the whole pageant. She and I went into the store and told the lady we would get another sponsor and that this wasn't a dog show. Instead, the most important factor was the girl's personality. We found another sponsor who treated the girl beautifully. This next sponsor said they didn't even need to meet the girl, because they trusted our judgment. When we told other merchants how the manager of the first store had acted, they responded as we had. They were shocked. They stated that the purpose of the pageant was for the girls to have fun, not to make them look bad. Acting like that hurts both the store's reputation and the mall's reputation. In no time at all plenty of people heard about this. We felt the store should be reprimanded to prevent anything like this happening again. This was brought up at a meeting of the mall association, and the owner of the store misrepresented the whole incident. The other merchants, however, knew the truth. The owner of the store must have known they had done the wrong thing, or she wouldn't have tried to alter what happened. #4516

Different groups and segments within the population use different models and look at the same situation differently. For example, when a new industry is established locally, the business community may view it from the point of view of competition and economic growth, the public may see it as a source of employment, and the environmentalists may view it as a source of pollution. Different communities, organizations, and segments of the same organization use different models and are likely to see things differently.

I'm a doctor, and I find various age groups respond differently when they need to see me. Most children are a reflection of their parents. Some act calm and cool, while others are scared from the first. Most teenagers and adults tend to feel uncomfortable, but are likely to ask questions about their diagnosis. They want to be aware of their situation. Older people for the most part accept what a doctor tells them. If I say, "We're going to have to chop off your head," they'll just ask when and where. They almost never question a doctor's authority. #4517

Daycare centers differ in their use of discipline. There are always children who disobey rules. They may hit other children, lie to others, fail to clean up after themselves, throw sand, or go down the slide head first. When they break the rules we send them to stand in the corner. After we tell the child he or she can leave the corner, we explain to the child why their behavior was wrong. If the child continues to disobey we send the child to see the director, and the director may call the child's parents. At another daycare center that I visited the staff disciplined a child by sending the child to "the big chair." The children called it "the bad chair." Then if the child misbehaved two or three times in a row they would send the child to bed. I do not think sending a child to bed accomplishes anything. This causes the child to have a negative association with going to bed. I think it is much more effective to explain to the child why the behavior is unacceptable. #4518

In the Catholic Church regular attendance is considered extremely important. In order to be "a good Christian" you must attend church every Sunday, even if there is a snowstorm. Therefore, many middle-aged and older Catholics are bothered by the lack of interest in the church on the part of the youth. "You know, I don't know what it is the young people have in their heads these days. When I was a junk of a lad, I went to church because I knew it was the right thing to do. Nowadays,

you can hardly get a young person to church for any reason, unless, of course, it suits their own purposes." "I don't know what in the world happened. We raised them just the same as we were raised ourselves. We tried to tell them right from wrong and we always tried to live right. I just don't know what's the matter with them. They'll hardly even darken the door of the church."

Many parents are upset that their children will participate for a time and then stop going. The children will attend church and catechism, receive first communion, and continue until they are confirmed. After that, something happens. "You can't get them to go. Once they're confirmed, that's it. They quit, pure and simple. Imagine me when I was twelve or thirteen telling my mother that I wasn't going to church. I'd get a slap across the lug. Which is what my kids should get too, I guess." It seems that the youth think going to church just isn't the thing to do anymore. Teenagers dig in their heels and refuse to attend. Some are presented with the familiar ultimatum – go to church or find another place to live. Many of my students tell me that the thing they are most looking forward to about leaving home is not having to go to church.

Adults also become angry that teenagers use the church to suit themselves, or when and where they want to. For example, teenagers who rarely attend church will turn up for midnight Mass on a holiday. "They never darken the door of the church from one end of the year to the next, but come Christmas Eve they'll be stuck there, showing off their new clothes or a new boyfriend or girlfriend. It's just all a big show, nothing else, and it makes me sick."

Older people are also annoyed by the way that young adults who have ignored the church for years feel they can come back to it whenever it suits them. "Oh yeah, such a big deal, the big church wedding. I'd say it was the first time either of them saw the inside of a church since they were baptized." "Yeah, they take the kids to catechism all right, but you never see any of them at Mass." "They wanted to have their son confirmed, but the priest wouldn't do it. He said it was just a mockery, since the family never went to church. I don't know, myself. I think he should have confirmed him. After all, it's not the kid's fault that his parents are no good to go to church."

Clearly regular church goers feel considerable annoyance over those who think they can go when and if they want to. One wonders whether envy plays a role in this. If I have to go to church every week, why shouldn't you have to too? How come you can get away with something, but I can't? Despite the annoyance regular participants feel, there is still the belief in the community that the church should

not exclude errant Catholics. For example, whether or not you attend, people expect the church to provide you with a funeral Mass. I know one man who died after he had left the church and had more or less taken up another religion. The local priest didn't want to say a funeral Mass for him despite the family's request. The community was extremely angry. "I'd say that the priest has an obligation to say Mass for him. He was baptized a Catholic and that stays with you for life, no matter what you do in between. The priest can't change that. He has to say the funeral Mass. I'd say that that priest is pushing a little too much weight around. Every Catholic has a right to a funeral Mass." Eventually community opinion won and the man was given a Catholic funeral. #4519

There is a current fad for young people to get tattoos and body piercings. There are a number of tattoo and piercing parlors on the Island, with names such as Way Cool, Custom Creations, Extreme Ink, Eternal Dragon, and Krystal Blade. Most do not require parental permission or proof of age. I am a residence life advisor at a university dormitory, and on my floor of 36 first-year girls, about 75 percent have a tattoo. Half of them got their tattoo during the first two months of their first semester. One explained, "Every one of my friends was doing it, so I figured I should join in the fun." Most feel their tattoo is special to them, because it is a tattoo of an object they admire or that reminds them of a past event. They are proud of their tattoos. A number of young people get different parts of the body pierced, such as their ear(s), lip(s), nose, eyebrow(s), or tongue. It is uncommon to see a girl who does not have her ears pierced. I asked one why she didn't, and she explained, "It's because my earlobes are too big. I got my belly button pierced instead." When I ask people why they get a tattoo or a body piercing, they tell me, "Cause they look cool," "Cause I designed it," "To be original," and "Cause I wanted one."

Many parents do not share the enthusiasm of their children for tattoos and body piercings. Their children often recognize that their parents disapprove. Therefore, many youth wait until they are no longer living with their parents before they have it done. Some state that they do so in defiance, or "to piss my mother off." Parents and relatives may feel very embarrassed when their children get tattoos and body piercings. Few parents and few people of the parents' generation have them. Instead, parents often view them as undesirable, lower class, or disreputable. One mother said, "None of my children will be allowed to get a tattoo. It is a sign of disrespect toward the parents. It intentionally scars and defaces what the children have been provided." Another

stated, "I was so angry she would want to hurt her body this way that I found it very difficult to deal with." Consequently, parents wonder if they themselves are responsible. They ask themselves, "Why did they decide to get a tattoo?" "Did we do something wrong?" and "Will they grow out of it?" Some believe this is a sign that their child has serious psychological problems. One person's parents said, "She knew we both disapproved, so we decided she must be struggling with problems. So we sat down and had a long talk with her." However, some parents grow to accept them. "After I got my eyebrow pierced, my parents didn't take it well, because we live in a small community. They thought the locals would think there was something wrong with me or that they didn't raise their child properly. Eventually they got used to it, and later when I got my other eyebrow pierced they took it well."

I believe that parents should not go overboard in their reactions. They should view this as a phase youth are going through and the current way they choose to express themselves. Youth rarely worry about long-term consequences. Their big concerns are with the things that happen now and affect them during their teenage years. As for the long term, one girl explained about her tattoo, "The only bad thing that can happen is that I get old and gray and the stupid thing will stretch and look like shit. By then I won't care about my body anymore, so it really won't bother me."

Reactions are not limited to parents. Those with tattoos and body piercings frequently have to deal with reactions from the community. "When I got my nose pierced a little boy that I used to babysit for was scared of me. But then one day he told his mom that I was still the same person inside. My roommate's little sister said, 'With that stuff in her face, she's still the same." "It all boils down to being afraid of someone who looks different. I have body piercings and when I walk downtown, or go shopping, or just sit around minding my own business, it seems to be a problem for other people. I guess they are so bothered that they feel they have to speak up. They think I need to hear their opinion and that it matters to me, even though it is usually negative and repetitive. The other day during a rain storm different people made the same two comments to me again and again; 'Be careful you don't get struck by lightning,' and 'I hope you don't spring a leak.' Others keep saying, 'You are a human pin cushion,' and 'You have an extra hole in your head.' They tell me, 'You have metal in your face,' and warn me, 'Don't go near any magnets.' A friend of mine says, 'I just wish they would either shut up or at least be a little creative and come up with something different for once.' One friend almost got into a fight in a bar because

others had trouble with the fact he had a nose ring, and another told me, 'When I got my piercing one of my neighbors said, "Alright, there's a drug dealer in our building."" #4520

A very strong common bond appears to exist among the married women on our staff in a local high school, even among those who actually dislike each other. This bond is based on nothing more than the fact they are married. Apparently being married makes them members of an exclusive, but invisible, club. Much of the time there is little or no evidence that the club exists. But in the right circumstances the existence of the club becomes very evident. The purpose of this club is to exclude single women from conversations and events. As a single woman on the staff, I have noticed the club close ranks on me. Several other single women that I've discussed this with have noticed the same thing.

The alliance of married women usually appears whenever possessions are being discussed. The possession may be anything from a new car to a new microwave oven. It may even be something which one of the single women introduced into the conversation. Invariably the married women take over the conversation. Soon the topic shifts from the object itself to the husbands' opinions of it, or to what motivated a particular husband to purchase it for his wife, or even why a certain husband was not in favor of the purchase. "Jim said we might as well get it now when we have the money. Also, he thought that since I'm working, a microwave will be a great help to me." "Terry is very particular about his food. So naturally I've been hesitant to get one. I've never been that impressed by the things I've eaten that were cooked in them." As you can see, the emphasis has changed from the object itself to what the husband feels about the object. This shift in emphasis puts the conversation effectively out of reach of the single woman, even though she might have initiated it.

Cooking and baking are treated in the same manner by the married women. If a particular recipe is mentioned, the married women typically respond by telling how their husbands like that food prepared. If a single woman mentions that she has been doing a lot of holiday baking or preserving, the usual reaction from the married group is "What do you do with all that stuff you make? I mean I could use it up in no time with the crowd that is at our place. But how do you ever get rid of all that food?" Once again, the result is to distance the single woman from the topic.

Talking about holiday plans is another area which the married women think they own. There is seldom a discussion about Christmas,

Easter, March Break, or any other holiday without most of them telling what their husbands are planning for the family, how this compares with previous family plans, and so on. Once again the emphasis shifts from the holiday itself to the husband's role in it.

On some occasions women introduce their husbands unnecessarily into conversations. For example, a number of us were talking about the high school hockey playoffs. One woman, whose son plays on the team, said, "We always go to the home games. But Matt (her husband) promised that if they won on Friday, we'd go to Summerside for Sunday's game." It was not enough to say that they went to both games on the weekend. She had to make it known that it was all because of Matt that they went to an out-of-town game. Later that day the Summerside game was mentioned in other contexts, and each time the woman told us again about her husband's promise.

The most obvious examples which illustrate the club's existence are the conversations which are deliberately based on the pluses of being married and how helpless the women would be without their husbands. As one woman frequently says, "What in the name of God would we ever do without the men? Ron's been away all weekend and the kids never let up. They sure don't behave that way when he's home." Another agrees, "Yeah, I know. Every time Bill goes away, everything that can go wrong does. I'm so glad when he gets back to look after things." And on and on.

It appears that there is a clear effort to communicate to single women that they do not know what they are missing and that they can not hope to understand the importance of marriage as outsiders. Marriage for these women seems to permeate their entire existence. Perhaps they believe their true worth and status comes from their marriages, not from their careers. Maybe what they say is not meant to exclude the single women as much as it is intended to impress the other married women. Whatever the case, it is clear that married women define their existence very much in terms of their husbands. In doing so, they create a distinct line between themselves and single women which produces real communication problems. #4521

Last summer another female university student and I were hired to work in a government department. The department was headed by a director general. Underneath him were five managers who supervised nine officers. The director general and all of the managers and officers were male. In addition there were four secretaries, three clerks, and one receptionist, all of whom were female. The other student and I were

hired as officers, but because we were female we created a new situation in the department.

Our fellow officers, who were male, treated the two of us as younger sisters. There was a great deal of teasing and joking. The ages of these men ranged from 28 to 36. They were interested in our preparation at university and what we intended to do after graduation. They shared their own career experiences with us. There was a genuine interest in us as people and fellow workers. The fact we were female posed no difficulties for them or for us in working together. The type of work involved, which was mainly research, could be done by members of either sex, provided they were qualified. Although there are female officers in other government departments, no females had ever applied for a position as an officer in this department. The work does involve a great deal of travel.

There was a considerable amount of flexibility for officers in regard to work hours. They were expected to put in a seven and a half hour day, somewhere between 7:30 AM and 5:30 PM. Officers had a tendency to wander in to work anywhere from 8 o'clock to 9:30. They were expected to take no less than 45 minutes and no more than two hours for lunch. In addition, there were two 15-minute breaks during the day.

The women in the office considered the two of us to be at their level, or fellow clerks. All the secretaries and clerks worked the same hours, and they felt we should work exactly the hours that they did. If we decided to come in later, we were accused of sleeping in. They knew exactly when we arrived at work, how long we took for a break, and when we left at night. The manager of our section was well aware of this reaction by the women, and he told us not to worry about them. Nevertheless the women regarded us as clerks and expected us to act accordingly.

The lunch room was a busy place and everyone passed through it several times a day. A fresh pot of coffee was always available, together with tea. The women took their breaks in the lunch room. When the men took their breaks, they would take their coffees back to their offices and socialize there. The first few days we were on the job, the secretary of our section and a clerk from another section took us around and showed us the workings of the department. We joined them for coffee in the lunch room. Because we had coffee with them the first few days, this became expected of us. At break time one of the women would come looking for us so we could join them. If we happened to be with our fellow officers, the women would hold a serious discussion about this in the lunch room, and we were considered antisocial. As a result, the other student and I

decided to split our break time between the two groups. This enabled us to keep good relations and maintain friendships with the women, but still participate in our work group with the other officers. During the summer a new male officer was hired to fill a vacancy. The women showed him around and explained some of the workings of the office. But when it came time for the coffee break, they expected the men to look after him.

Each evening the lunch room and coffee maker were cleaned, and water was placed in the coffee maker so it could be heated quickly the next morning. These tasks were done by the clerks and secretaries on a rotating basis. Officers did not do this, but did contribute to the coffee fund. The women in the department placed our names on this clean-up schedule without asking us. Because they considered us clerks, they believed it was part of our job responsibility to help clean up. #4522

Even though different groups, sub-groups, and organizations use different models, there is also considerable variation between the models used by the different members of each group, sub-group, and organization.

I work in the sales department at a department store. I can not understand why some shoplifters are charged and others aren't. In one case two girls were caught for shoplifting, one for actually stealing and the other for being with her. The one who did the actual stealing was the daughter of a local doctor. Charges against her were dropped and she never went to court. The other girl was charged as an accessory and had to go to court. #4523

Bikers, or motorcycle riders, are a distinct group of vehicle drivers. Many bikers feel it is "us against them," "them" being car and truck drivers. They feel that car and truck drivers do not accord bikers the same respect that they do other drivers. Because of this bikers feel a common bond, even when they don't know each other. Bikers have definite opinions as to what biking is all about and how one acts as a fellow biker. They also have unwritten rules of conduct that drivers of other types of vehicles do not observe or even need.

At the same time, there are strong distinctions between different types of bikers, and these distinctions create group identities and animosities. Major distinctions occur in terms of the type of bike one rides. There are many types of bikes, ranging from the smaller, faster bikes, which are known as sport bikes or racers, to the larger, slower bikes, which are built for long-distance travel and are known as travel

bikes, touring bikes, or cruisers. The most obvious division is between bikers who own the American-made Harley Davidson bikes, and those who own the Japanese-made bikes which are manufactured by Honda, Yamaha, Suzuki, and Kawasaki. There are also several brands of British bikes, but there are not many of these on Prince Edward Island, Harley owners call the Japanese bikes "Jap crap" or "rice burners." Those who ride Japanese bikes, or "Jap riders," believe that Harleys are overpriced, undependable, and difficult to ride. Both groups place the British bikes somewhere in between the American and the Japanese bikes. Harley riders talk about British bikes with more respect than do the Jap riders. Harleys are expensive, prestige bikes. "Jap bikes" cost much less than Harleys. They are on the cutting edge of technology, do not break down as often, and more people can afford them. They are usually owned by 16 to 35-year-old males, while Harleys are usually owned by 35 to 55-yearold males. Many Harley riders think that the Japanese companies are ruining motorcycles and taking jobs away from North American companies. In the following discussion the names of the riders of Japanese bikes will begin with a "J" and the names of riders of Harley bikes will begin with an "H."

All bikers follow certain unwritten rules. One such rule is "show respect for fellow bikers." Each biker has a way of doing this, depending on the situation, the type of bike another biker is riding, and one's attitude toward the other biker. One method of showing respect is to wave or nod at an approaching biker. However, this rule is selectively applied. James states that he always waves to another biker, unless, of course, the other biker is riding a Harley. When asked why not, he replied, "They don't wave at us. They're uppity about it." Jack waves to every biker he meets, unless he recognizes a particular rider as "an asshole." Jack realizes that most Harley riders do not wave to Jap riders, but Jack waves to Harley riders anyway. He believes that Harley riders show respect for all bikers in other ways, and that it is good to be recognized as a respectful biker in case one ever needs help from a Harley rider. Harold always waves to Harley riders, but states that most Harley riders do not bother to wave at Jap riders. One Harley rider said he would be more likely to wave at a Jap rider out on the highway, instead of when riding through a town. He added, "He's another guy on a bike out on the highway being friendly. What's the big deal? I wave back." Notice that this biker did not mention waving first, but only returning a wave. Another Harley rider laughed at the idea of waving only at riders of certain bikes, because, "You can't tell what's coming down the road until the bike reaches you. You can't decide to wave at one type of bike and not another."

Another act of respect that all bikers mention is stopping to help a biker in distress. Jack and Hank were adamant about this. "You always stop to help another biker no matter what you're doing, where you're going, or who you've got with you." Hank says he always stops to help anyone whose bike is down. It doesn't matter who the biker is or what kind of bike he is riding. Hank always expects and receives the same treatment. Harold and Jim set conditions on whom they stop to help. Harold said he would be more likely to stop and help a fellow Harley rider, because Harold would be more likely to have appropriate tools with him and know enough about Harleys to be able to help fix the bike. He said he doesn't always stop to help Jap riders because he doesn't know much about Jap bikes. Jim said he would stop to help any biker with problems unless the biker was "a known asshole." Here the personality of the biker more than the type of bike he is riding determines whether he is helped. James always stops to help all bikers. He said he had once parked under an overpass to get out of the rain because he didn't have his rain gear with him, and ninety percent of the bikers who came along stopped to offer help.

When bikers meet they usually stop to chat. They wouldn't cross a street or a mall parking lot to talk, but when they are in close proximity they always speak, even if only for a moment. All bikers mention this. They will greet each other or comment on the weather or riding conditions. Bikers talk to the drivers of the bikes, rather than to a passenger. The owner of the bike normally knows more about bikes than does the passenger and it is easier to have a quick chat with him.

Road etiquette is also linked to respect. Jesse mentioned a passing rule. "When I ride up behind a slower moving cruiser, I do not fly by it. Instead I ride up behind it and then courteously pull out and pass. People who ride cruisers are usually older, so you don't want to fly by and look like an asshole. Most of these people have been riding for life and know a lot about biking." James mentioned two other rules of the road. He emphatically declared, "Don't tailgate!" He also mentioned flipping your headlights to a biker ahead of you to indicate you would like to travel with him for a distance. Usually the biker who is ahead will wave for the biker behind to come up beside him. Traveling together is usually done for company, even though the two bikers do not talk to each other. The bikers travel close together, but staggered, so that each biker has room to maneuver around any obstacles without crashing into the other bike. None of the other bikers I talked to mentioned this practice and one Harley rider laughed at the whole idea.

Bikers have their own definitions of "true bikers." Jack believes that a true biker is a guy who rides purely because of his love of riding. He distinguishes between three types of bikers: those who ride for the image that goes with riding a bike, those who ride for the power of the bike, and those who love to ride. Jack hopes to eventually be able to afford a Harley. Jim thinks a true biker is one who races, and feels there is nothing worse than buying a racer and not racing it. He recognizes five categories of bikers: racers; wannabes, who own racers, but do not race; those who own touring bikes; those with "hamburger bikes," which are Japanese-made replicas of Harley Davidson bikes; and actual Harley riders. Several Harley riders have told me there are two types of bikers: those who are true bikers and ride Harleys, and those who ride Jap crap. Anytime I called someone who rides a Japanese bike a biker, Herb would correct me and say, "Well, they're not bikers!" Harold says there are two types of bikers, both of which ride Harleys. One is the average person who rides for the love of riding a Harley. The other is the "one percent biker," or "bad-assed biker," who is rough and mean, wants to live this way, and wants this image. However, there are Harley bikers who view those who ride other types of bikes as bikers. Hank says, "A biker is any guy riding a bike. We're all on a bike because we love to ride. No matter what any biker says about another guy or another type of bike, there is a brotherhood among bikers. When you're traveling alone on a highway and meet another biker, no matter what kind of bike he's on, there's a bond between you." Henry stated, "I don't care what they ride. A biker is someone who has a close relationship with the people he rides with. A biker likes the freedom and independence of riding and traveling on a bike. Now, we're not interested in racing block to block around town. We want to ride for the sake of riding."

A major point made by Harley riders is that biking is a way of life and not a hobby. All Harley riders believe biking is a way of life, and think Jap riders view it as a hobby. Most Jap riders see biking as a hobby and think Harley riders view it as a way of life. There is only one Jap rider who views biking as a way of life. This is Jim, for whom racing has been an all-consuming activity. Harley riders believe that Jap riders are not serious bikers, and Jap riders believe Harley riders take biking too far.

There is a pronounced group feeling among Harley riders. They are extremely hospitable toward each other, even if they don't know each other. One Harley rider explained, "I'm sure other guys have seen it. Harley people have given up their beds and slept on the couch for other Harley people they've never met before who need a place to

stay." Another stated, "I can go anywhere and get help from people I don't know, just because I own a Harley." Harold told me, "I was on a trip. I got across to New Brunswick and my bike broke down just the other side of the cloverleaf. I had this guy's name and phone number. I phoned him at work in Sackville and he came right out and towed me back to his place, and this was at three o'clock in the afternoon. We rummaged around and he managed to get enough parts for my bike. We worked on it and by midnight I was on my way again. I had never met this guy before, and he gave me half of his bike to get mine going." This illustrates the total confidence in and commitment to fellow Harley riders. No Jap rider I spoke to articulated this kind of dedication to other Jap riders.

One reason there is the group feeling among Harley riders is that there is more opportunity to meet in organized groups. There are two Harley organizations on Prince Edward Island. They hold "poker runs," which are tours around the Island that often raise money for charities. All bikers are welcome to participate in these tours, no matter what kind of bike they ride. But there is only one Japanese travel-bike club, which very few bikers know anything about. A big part of biking for Harley riders is doing so with close friends. Friendship is one of the most valued parts of Harley life. Harley riders develop close friendships with other Harley riders, and Harley riders pride themselves on being loyal. In contrast, Jap riders do not look for friendships specifically with other Jap riders. Although Jap riders may form small groups that travel together in Charlottetown, you do not see two Jap riders touring together just for the sake of getting together to enjoy a ride. Often when there is a friendship between Jap riders, it was present before either of them owned a bike.

All bikers tease each other about their bikes and biking gear. Jim says that racers tease other racers about wearing a "fruity," or colorful, racing jacket or helmet. James and Jesse tease fellow Jap riders about everything, including the size and power of their bikes and the style of their helmets. Jack restricts his teasing, because "You can tease about other things, but you don't tease a guy about the power of his bike, because you don't want him to go out and buy a bike with more power than he can handle." Harley riders tease each other about the styles of bikes they own. Different styles of Harleys include soft tails, hard tails, low riders, Electra Glide Classics, Heritages, shovel heads, and pan heads. Henry pointed out that the friend next to him owns "a soft-tail piece of shit." They are particularly likely to joke about a fellow rider's Harley if the bike has recently broken down or if the rider has problems

working a bug out of his bike. Despite the teasing, they are quick to help fellow bikers fix any problems.

Many bikers say "it's us against them." Numerous car and truck drivers do not pay much attention to bikes. They have difficulty determining how fast the motorcycle is going, because motorcycles look like they are traveling slower than they actually are. As a result other drivers pull out in front of motorcycles and cut them off, which causes many accidents. Other causes of accidents are wet roads, the use of alcohol and drugs, faulty parts on bikes, manure from farming, and gravel at intersections and corners. When one buys a bike he also buys an image that goes with biking. Jesse says, "Most people think we drive to beat hell and are basically assholes." Strangers stare at bikers, especially if the bikers are wearing leather jackets and boots and are carrying helmets. However, reactions by the public are related to the type of bike the biker rides. People are particularly wary of Harley riders if they are not familiar with them. If I am with a Jap rider, friends will approach me for a chat. But when I am with a recognized Harley rider, no one talks to me. One rule that all men follow is "never mess with a Harley man's female company." Because I am a female, mutual male friends of a Harley rider and myself will speak to the Harley rider, but not acknowledge my presence unless I force them to. The only male friend who spoke to me was drunk and did not realize who I was with. When he realized, he almost panicked. He wanted to know if the Harley rider was upset. I laughed and said the Harley rider hadn't even noticed. The friend was greatly relieved and explained he didn't want to mess with a Harley biker. #4524

People apply their models to the world around them and react wherever they encounter inconsistency with their models. The source of the inconsistency is irrelevant. It does not matter to the holder of the model if the inconsistency comes from the environment, oneself, or another person. Regardless of its origin, inconsistency is a source of tension which needs to be dealt with to get rid of the tension. Therefore when one encounters inconsistency between one's own models and the behavior of another person, one seeks to remove the inconsistency by getting the other person to adopt one's own models.

I needed to call a taxi to get to work by 8:30 AM. Mom said I should tell the cab to be at our house at 8:00, but I told her 8:10 would be fine. We argued loudly back and forth. I told her I get a cab all the time and

know how long it takes them to drive me to work. But this didn't change her mind. I called the taxi and told them to be at our house at 8:05. After I hung up I told Mom there is no need to have the cab come before 8:10. #4525

It bothers me that my wife normally leaves her cups and plates at the edge of a table. Often she puts them on books or papers that are right at the edge and sloped toward the floor. There is a real risk that they could be easily knocked off or slide off. Whenever I see this I move them closer to the middle of the table, and I repeatedly mention it to her. #4526

I get into some pretty nasty fights with my mother, because I want to go out with my friends when she wants me to work around the house. #4527

My sister smokes a pack a day, and no one else in my family smokes. She gets some pretty brutal insults. Mom constantly tells her, "Go outside to smoke that filthy thing," and if Dad walks into a room where she is smoking, he pretends to choke. My sister usually loses her temper and turns the whole house upside down. My parents know this is an addiction, and say it kills them to watch her kill herself. #4528

Sasha and Paul are young professionals who have been married about a year. Sasha wants to buy a home as soon as possible, but Paul would rather wait until they can afford it. Paul often feels pressure from Sasha to buy a house and they argue over this. Sasha says, "The only reason Paul doesn't want a house is because he doesn't want the responsibilities that go along with it, like fixing things, mowing the lawn, and shoveling snow. Right now it's too easy for him to call up the landlord to do these things. But if we wait until we have the money, we'll never have a house." #4529

Jack and Amy argue over what is best for their children. Jack is a former Junior A hockey player, and thinks that hockey should be an important part of their son's life. Amy believes their son should spend more time on his homework than going to hockey practice and that he should not miss school to attend games. I know that Jack feels passionately about hockey and their son's talent, and I think the couple may not compromise on this issue. #4530

From time to time my wife and I invite a group of children from the local orphanage to a Christmas party at our house, and we have one or two from the orphanage spend Christmas holidays or other periods with us. The children really enjoy the visit and the house mother at the orphanage tells us it is an extremely positive experience for the children. However, we have friends, relatives, and others say, "Why would you do a thing like that?" "Can't you have children of your own?" "I'll have to look after my own kids someday, and that will be enough," "Why are you looking after someone else's kids? You spend so much on clothes, toys, food, and foolishness for them. Money doesn't come easily. Their mothers don't care for them; why should you? All those young mothers want to do is mess around and unload their kids on the orphanages." "It was a kind thing to do, but I wouldn't do it. That many children would dirty the rug and wreck the furniture, not to mention all the headaches they would cause," "You don't know what diseases they might bring into your home from that place," and "It's not fair to the children to take them out for an afternoon and then return them to reality." It is clear from their comments that they would never consider doing something like this themselves. However, there are some people who agree with what we are doing and tell us, "I think you do them so much good," "You give them hope," and "You've done a wonderful thing." #4531

People try to get others to adopt their models for several reasons. In order to execute their models and successfully act, people must often obtain the cooperation of others. People need others to adopt their models in order to get their cooperation. However, even when people are not executing a model and do not need the cooperation of others, people expect others to adopt their models. This is because people are quite committed to their own models. In order to obtain and maintain consistency within themselves they have often identified and rejected alternative models. People believe they have very good reasons for using their models. They believe that if other people understood these reasons they would adopt the same models too. Moreover, people find that their models "work" for them. Therefore they are a known, proven, and trusted entity. Alternatives, on the other hand, are unfamiliar and suspect. People feel that their own models are superior to all other models, or else they would not have adopted them. Therefore they consider other models inferior.

We normally think of a wedding as a joyous, happy event. If we look beneath the surface, however, we find things are far less positive. In fact, it is not unusual to hear people refer to weddings as "awful ordeals" which they "definitely would not go through again."

Basically, everyone wants to have their own way. Each family member has their own list of people that they believe should be invited. If the bride or the groom objects, they are likely to be told, "Oh, you'll have to have Bill and Mary. We were at their son's wedding two years ago," or "Don't you know you have no choice but to invite Elaine and Frank? Do you want to be the talk of the whole area? You can't just pass your neighbors by." It doesn't matter whether the bride and groom know the people that others want to include. While everyone realizes that the cost of the wedding is a major consideration, no one wants to see names cut from their own list. Therefore, conflict often ensues. This type of controversy would be bad enough if it happened within one family. However, it is compounded by the fact that there are two families involved. Eventually the bride and groom, fatigued and frustrated by the disputes, get into conflict with each other. One woman told me that things got so bad when she was planning her wedding that she and her fiancé broke up three times. In the end, because the two families could not agree on an acceptable guest list or wedding date, they decided to elope. This was an extreme step, considering that the other arrangements, including bridesmaids, the wedding gown, and the wedding meal, had already been made.

When the bride and groom want to introduce changes in the traditional wedding ceremony, family members may become quite upset. Recently my niece and her fiancé decided "to do things their way." She and her fiancé are both lawyers in Vancouver. They did not want to have a formal wedding reception with dinner, drinks, and entertainment. Instead, they chose to have a quiet dinner with their parents and very close friends. The rest of the family were not invited. The bride's father was quite embarrassed by this plan and assured his daughter that he was more than willing to pay for a regular wedding (even though his daughter was in a stronger financial position than he was). When his daughter refused his offer, he was quite offended. He said, "Perhaps she thinks we're not good enough to mix with his (the groom's) crowd." Subsequently, her father spent a lot of time explaining his situation to the other family members, so they would recognize that this was not his doing. Most of the family sympathized with him. Afterwards they said, "The least she could do is do the thing right. Her father's not himself at all. She's got him just about crazy. You know, it's an awful thing for

her to do. Not having a wedding. If she didn't want any of us there, why didn't she stay in Vancouver and get married there? What the hell took her back here to upset her father?"

Even when things are proceeding well, the strain of actually putting on the wedding is enormous. There are many details that have to be worked out to perfection, and great care must be taken not to offend anyone in any way. As has been explained, the guest list is a major hurdle. In addition to that, there are issues over who will provide the meal, what the meal will consist of, who will provide the entertainment, where the wedding and reception will be held, who the attendants will be and what they will wear, and how to organize the wedding dance. Everyone has their own views as to how each thing should best be handled. Not only this, but each family is concerned that the wedding be "up to scratch." It is important to them that the various plans result in a wedding that is a credit to both families. But at the same time, the families do not want all their efforts to produce "the perfect wedding" make them look like they are "acting big." It is fine to have "a big splash," but no one wants the community to put them down for it. Family members who are very worried that things are getting too elaborate are likely to apply pressure to get the couple "to tone things down a little." Once again, conflicts occur and the bride and groom are caught in the middle.

The bride usually bears the brunt of this, because traditionally her family is responsible for "putting on the wedding." While the groom is not as actively involved, his family are certainly keen to protect their interests and to make sure the bride's family doesn't "take over everything." Often, the longer the engagement, the more conflict occurs. However, in the end the two families must come together on the day of the wedding and appear to be "one happy family." Nothing would make people talk more than learning that the two families had been fighting, even if very quietly, during the engagement. The final event is the result of a great deal of planning, hard work, and arguing. One can easily understand why so many people say, "I'd never do it again." #4532

Many of a person's models are similar to those held by other people they deal with, and many are not. People are very sensitive to inconsistency and tend to notice the slightest act, word, or nuance which is inconsistent with one of their models. When people notice differences between their own models and those held by others, and they are often bothered by these differences and may react negatively to them.

When someone mispronounces a word or uses a word in the wrong way, I notice immediately. I always want to correct them, and if they are a close family member, I do so. Some people always use a word in the wrong way, and I have to bite my tongue to avoid saying anything. One friend says "Viennese" when he means "Vietnamese." Another says "chicken" when she means "kitchen." And a grade-school teacher of mine used to say "chidren" when she meant to say "children." #4533

When you are a teacher, grading student papers can be a tedious task. However, there is the occasional student error that is amusing, and you often share these with other teachers. A few that have come my way are "Fraud is a famous psychologist," "To me old people are an idle," "They stay in their own little circles, which are impregnantable to others," "They locked them up in insainiciliums and totally neglected them," "If people want something done about violence on TV, they will have to stand up and fight for their beliefs," "The men gather verily early in the morning," "Your interactions with other people determine your happiness or your Missouri," "The umpire is the person who stands behind the catcher and yells whether it is fare or fowl," "No one wants the shitting end of the stick," "He was lying on the couch groining aloud with pain," "If a date does not work out, then put a smile on and end it on good terms so there are no hard feels," and "Once she starts frinking, she doesn't know when to stop." #4534

We were invited to spend the Thanksgiving weekend with my husband's relatives. Something very amusing happened during the weekend. I used the toilet and saw that the toilet paper was almost all gone. So I put a new roll on, but I changed the direction of the paper so it flowed from the bottom instead of the top. As I left the bathroom my mother-in-law entered it. Five minutes later she approached me and said, "You should-n't change the toilet tissue like that," and walked away. Nothing more was said, but for the rest of the afternoon and evening there was a silent uneasiness among the relatives and knowing looks, as if to say, "You are the one who did it." The next day everything was back to normal. #4535

There are four of us girls who share an apartment. We complain and talk about each other for doing things that get under our skin. These include taking long showers; singing out "Helllloooo!" on entering the door; holding unscheduled parties; paying bills late; coming into the room and changing the TV channel when someone is watching a program; and acting like our mother by telling us to pick up things. #4536

My roommate leaves her wet clothes to dry in the bathroom. She leaves them everywhere. On the side of the tub, on the towel rack, and on the shower curtain rod. What's even more annoying is that she leaves paper bags beneath the clothes to catch any dripping water. #4537

Wives and girlfriends are often annoyed by some of the things their husbands do. They ask, "Why doesn't he remember to put the top back on the toothpaste?" "Why doesn't he squeeze the tube from the bottom?" "Why does he leave his whiskers all over the bathroom sink when he shaves?" and "Why does he have to watch sports on TV?" #4538

It really pisses me off when my younger brothers keep taking things out of my room. They just think they can come in anytime and take anything. Man they really get me mad. I keep telling them to ask me if they want something, but they don't listen. Pretty soon I'm going to have to start pounding them. #4539

My roommates often have pornography magazines around our apartment. Their girlfriends frequently turn the magazines over to hide the covers. Their attitude is that pornography is bad. When we fastened some pinups of nude girls on the wall, the girlfriends shouted, "Tear them off!" It really upset them at first, but now it doesn't seem to bother them. #4540

I was standing in line at a take-out restaurant, waiting to place my order. Ahead of me a tourist produced an uproar because he was charged a tax on his food. He stated there was no tax on food where he came from and he shouldn't be taxed here. #4541

One day I took my younger sister and brother and one of their friends into a variety store at a local shopping mall. While the children were choosing their candy I went to look at the magazines. I picked up a magazine and began to page through it. I heard the female cashier yell something, but I didn't pay any attention because I didn't think she was talking to me. Then she yelled again, "Don't bend that magazine!" I looked up and saw she was looking directly at me. I put the magazine back. She told another customer, "When I buy a magazine, I take it home before I bend it." The children approached the counter individually to pay for their candy and I went over to join them. The cashier complained as she gave each child a bag for their candy, "You know, other stores don't give out this many bags at once." I

said, "I guess it's your prerogative." She replied, "I should think so," and we left. #4542

We were driving down the street looking at houses on waterfront lots. My wife said she didn't like the way they put their garages in a prominent part of the house instead of off to the side. I told her she was looking at the backs of their houses, not the front. She asked, "Why would they have the back face the street?" I tried to explain that they had designed the front of their house to face the water and take advantage of the view. #4543

I told my wife that my appointment with the doctor was for 12:45 PM. I said, "He must be trying to make as much money as possible if he continues to schedule patients during the lunch hour." She disagreed, "He just wants all the patients present in the waiting room when he gets back from lunch at 1:00 PM." #4544

I work at a bar that attracts a number of deviant people. It is the one bar where they are unlikely to be hassled by the staff and the other customers. One night I took my mother into the bar for a drink. Coleman, a slim male, was there dressed as a woman in a short skirt and a belly shirt. My mother was shocked, but she handled it pretty well. Coleman came over, introduced himself, and asked my mother to dance. Mom just laughed and declined. When Mom left she couldn't wait to return home and tell my father. #4545

We had a wooden kitchen chair that was lopsided. My wife asked a friend who is a carpenter if he could fix it, and he agreed to do so. Some time later he called us at home to tell us it was fixed. My wife said she hoped he did not have to spend too much time fixing it. Then she mentioned we really don't have room for the chair in our kitchen and asked if he would like to have it. She said he could keep it and if she needs it she'll ask for it back. I was listening to her end of the conversation and this bothered me. If she "gave" the chair to him and could ask for it back if she wanted it, the chair would never be his and he couldn't do what he wanted with it, like paint it a different color, use it outside on his deck where the weather would eventually ruin it, or get rid of it if he didn't like it. I told my wife to give it to him. My wife was still on the phone, so she told him he could have the chair. Then she mentioned to him that the reason she had the chair was because it let her do her work in the kitchen. In other words, she really needed the chair, and we were back where we started from, because how could he take the chair if she really needed it? #4546

It's really infuriating when you ask one of your teenage kids for help and they make it patently clear they don't want to give it to you. Sometimes I'll be unloading a car and try to hand one of the kids a box or bag and they'll back off because they don't want to take it. Or you'll ask if they can help with something at the family business, and they try to get out of it so they can go play with their friends or stay home and watch TV or read. When this happens I always ask myself, "Why am I doing things for this kid?" Or I tell myself that the next time they want something they sure aren't getting it. #4547

One family in my neighborhood was lower class and the other families didn't want to associate with them. No matter what they did, they were always ridiculed and put down. This was a way of segregating them. Naturally their children had a very hard time. Other parents wouldn't let their own children play with them, and almost everyday they got into fights on the school bus. In the end the family moved away. #4548

I get upset by parents who are overprotective of their daughters. Two mothers told me they had persuaded their daughters to stay at home and go to the local university. The daughters had already been accepted into specialized professional programs, such as biochemistry, in better universities in other provinces. Both parents say their daughters aren't ready to live away from home yet. I think they are afraid of losing the attention they get from their daughters, and this is more important to them than their children's development. It's not surprising that women are less successful than men, when their own parents stunt their growth. #4549

The uniform is sacred to the military. It represents respect for officers, respect for yourself, and respect for fallen comrades. However, some civilians wear military items as clothing accessories. To civilians it is a fashion statement. But to a soldier it is an act of blatant disrespect. People in the military can attest to the fact that when they see a civi (civilian) wearing military issue they become infuriated. They believe civilians have not earned the right to wear military clothing. Seeing a shoddily-dressed civilian insult the sanctity of the uniform is enough to send a gung ho soldier into a seething fit of rage. If you are caught mixing civilian and military clothes while in the forces, you are severely punished. #4550

When golfers get together they love to gossip about the other golfers. This is true of golfers of both sexes and all ages. Golfers gossip extensively when they get together for a few drinks, but they are likely to do so in any situation on the course. For the most part golfers talk about matters pertaining to golf. The topics cover a wide range, and include such things as a golfer's equipment, his wife's slow rate of play, his temper, her putting stance, his cheating, her low score the previous week, and so on. Other topics, such as economic trends, politics, and someone's personal life, occasionally enter the conversation. But the central concern is golf and each golfer's ability. Players at a club, especially a smaller one, usually play at least one round with most of the other members during the year. Therefore, everyone knows a little about almost everyone else and has some information to add to a discussion. Based on a person's behavior on the course, most members reach conclusions concerning that person's personality. For example, a friend of mine was learning to play golf, and I encouraged him to become a member at my club, which he did. I had known him for many years and considered him both sensible and reliable. When my friend played with me, he always took "preferred lies." This means he changed the position of the ball on the grass so he could get a better stroke at it. He didn't know this is against the rules of golf and is considered cheating. However, it never bothered me when he did so, because I don't really care what anyone else does when they play. Then one day he played with three people he didn't know. They didn't like what he was doing, but said nothing to him about it. When I arrived at the clubhouse later the three people were saying that my friend was a cheat and probably dishonest in everything he does. His ignorance of the rules gained him a bad reputation at the course. #4551

There is a dog park on the grounds of the local humane society. Because this is a fenced-in area, dogs can run free and play with other dogs. It is quite popular and many people from Charlottetown bring their dogs here. There is a really nice atmosphere and owners stand around and talk together while they watch their dogs play. The dogs are very different sizes and have different personalities. Owners try to stop them from hurting each other and trying to have sex. Also, they always clean up when their dog defecates. The other day when I was there with my medium-sized dog, there were eleven dogs in the park. A man arrived with a large boxer with long legs. Several dogs ran along with the boxer, and a small black and white dog was quite assertive toward it. The boxer would rear back and use its arms in play fighting. Then the

boxer's owner, a man in his late twenties, kicked the black and white dog to drive it away. People were upset. The owner of the black and white dog objected that the dogs weren't fighting. Another man told the boxer's owner that the dog park is not for people who kick dogs. Then the man with the black and white dog left, perhaps to avoid a confrontation. My dog was also assertive toward the boxer and I decided soon afterwards to leave too. I considered asking the boxer's owner if he likes to kick women and children too, but I didn't. #4552

I am a member in a fitness club in Charlottetown. Certain facilities are for both men and women, including a swimming pool, exercise areas, a track, and various ball courts. Other facilities are segregated by sex. The women's locker room contains rows of lockers, showers, toilets, a sauna, a whirlpool room, a sun room, a vanity room, and a hairstyling room. Most of the females under twenty years old wear a bathing suit or towel at all times. They are almost never seen nude. Most of the women between twenty and forty also wear something at all times. However, about forty percent of this age group wear nothing in the whirlpool or sauna. Of these, three-quarters wrap a towel around themselves when they leave the whirlpool or sauna, and the other quarter walk around with nothing on. One stated, "I like being able to wear nothing. It makes me feel comfortable. After all, we are all women." As for the women over forty, only about ten percent wear nothing in the sauna and whirlpool and I have never seen any of them walking around with nothing on. This nudity is embarrassing to most of those who keep themselves covered. I have heard several women remark how rude and indecent it is for people to walk around nude. One woman said, "If they want to parade around here with nothing on, then I guess it's their business. I don't think there's anything wrong with the human body, but they should have a little consideration for those that don't want to look at them." Another stated, "They're rude and ignorant. There's no need walking around like that whatsoever." Another commented, "It really doesn't bother me. But I know it must embarrass some people." A girl about sixteen or seventeen said, "The only thing that bothers me about it is that when I'm sitting in the whirlpool or the sauna with someone with nothing on, I don't know where to look. I don't want to look at them, and it looks stupid if I stare at the wall or the ceiling. I just feel uncomfortable." #4553

The new Protestant minister in our area was appointed in charge of several local churches. He is married and has several children. The percentage of those who like him and dislike him is very different in each

of the churches in his charge.

This minister believes God has a plan for us and we should live by that plan. We should love people and tell them about God. He is a very jolly person and he loves his home, wife, and children. He likes to be with his family and do things with them. He has a loud, booming voice. When he preaches he makes it so interesting, and he talks plain English so you can understand him. The minister is warm and open. He helps you solve your problems and you can tell him anything and he won't repeat it. His wife is very friendly, outgoing, polite, and lively, and she keeps a very clean house.

The minister is a very happy, fun-loving person. When he comes into your house, he will lie down on the sofa if he feels like it or is tired. He asks for a cup of tea if he is thirsty, instead of waiting to be asked if he wants one. He hugs children and plays with them. Some parishioners think these actions are terrible, because he isn't acting like a minister should. The minister's oldest children own motorcycles, and sometimes the minister rides them. Some think this is shameful behavior for a man of the cloth. The minister only visits the homes of those that he thinks really need him, such as the sick, the dying, and the mentally ill. He has the idea that if he sees you in church every Sunday, why should he visit you at home? But there are regular churchgoers who think he should come visit them.

The minister's wife is a very pretty woman and some are jealous of her looks. Certain members of the churches won't talk to her and snub her. After a year she took a job. Those who were opposed to her thought this was terrible, and that she should stay home and take care of the minister and the manse. Another problem was the manse itself. The minister and his wife owned some dogs and allowed them in the manse. Some parishioners kicked up a fuss and claimed the dogs were destroying the manse.

After two years certain parishioners asked the minister to leave, and he submitted his resignation and he and his family left the province #4554

When you travel you see all kinds of things which you have trouble accepting. I was in Vietnam and went with a friend, who is Vietnamese, to get a pair of eyeglasses. We entered a store which specializes in eyeglasses. The proprietor showed no sign of wanting to check my friend's vision. Instead she asked him how old he was. When he told the proprietor, she found a pair of glasses for him to try on. #4555

When I was in Spain I saw women breastfeeding their babies downtown. Prince Edward Islanders are concerned with what others think and are much more reserved in public. The funny thing about Spain is they think nothing of breastfeeding their babies in public, but they forbid women wearing shorts when they shop in town. #4556

My brother was on a trip out west in Victoria and a group of them went out for a beer. He didn't know they were in a gay disco until he sat down. There were a few girls around and all these guys were dancing together. My brother just freaked, and he got up and left. He told me, "They weren't fooling. At home (on Prince Edward Island) they carry on like that for fun. But there they weren't fooling. They were serious." #4557

I recently took a trip to Halifax, Nova Scotia. It was the first time I had gone there with my friends. I found there were many striking differences between Halifax and Prince Edward Island.

Five of us went shopping together in a mall and when we walked into one store none of the salespeople would acknowledge us. Then my sister entered the store and three clerks went up to her immediately. I noticed my sister was very dressed up, whereas we were all wearing gym pants and sweaters. After I picked out a shirt, I took it to the sales counter to pay for it. The sales lady was on the telephone. She looked at me and then returned to her conversation. Several minutes later she processed my purchase, but she was in a rush and her tone of voice was very impatient and sarcastic. Later when I went down a hallway toward a bathroom, another female walked past me. As we were passing each other we made eye contact, and I said, "Hi!" just out of habit. The woman looked at me as though I was weird and kept walking. This really surprised me, because at home people almost always say, "Hi!" in response.

That evening we went out to the bars, which Halifax is famous for. We called a taxi company from my friend's house and the dispatcher stated our cab might come and then hung up on us. It took the taxi an hour to get to my friend's house and the driver didn't even apologize for being so late. During the ride I asked the driver how the roads were, because it had been snowing heavily for some time. He gave me a mean stare and asked, "How do they look?" I was shocked and so angered by his response that I didn't say another word to him the rest of the drive. When we exited the cab my friend said, "Thanks," and he gave her a dirty look too.

When we went to pay the cover charge to enter a bar, the bouncer told us, "Two dollars plus tip." I looked at him and laughed, because all he does all night is stand at the door to check if people are old enough to enter. He certainly didn't deserve a tip. Also I think it is very rude to ask for one. When we entered the bar a man came up and put his arm around my friend, stared at her chest, and asked her to dance. She said no, and he got so mad he threw his drink on the floor and swore at her. I decided to get the bouncer to deal with him, but the bouncer was watching the situation and laughing. I just grabbed my friend and dragged her away from this crazy man and out onto the crowded dance floor to hide from him.

We went to four bars and the bartenders at all of them were rude and impatient. At one I ordered a drink and paid for it. When the bartender gave me my change I saw it was fifty cents short. So I asked him about it and he told me he had kept a ten percent tip. At one of the bars the bartender got into an argument with a customer, jumped over the bar, and hit the customer. The fight didn't last long because the bouncers were there within a minute. I was surprised that people didn't gather around to watch the fight like they would have on the Island.

Most of the bars we went to had at least two dance floors. They were always packed with tons of people, who were mostly drunk. People who drink tend to lose their balance and are always falling or holding on to other people to avoid falling. While on the dance floor I was pushed and elbowed so much that I lost three drinks within an hour. My friend and I were dancing when she bumped into another girl. My friend apologized and continued dancing, but the other girl grabbed my friend by the sleeve, yelled at her, and pushed her. We were shocked and walked away. When I was dancing with some male friends from Halifax one of these friends was pushed by another guy. This friend turned around and was going to hit him, but the other guy apologized and the incident was soon forgotten. I couldn't believe how fast people lost their tempers.

When you go out to a bar on the Island you know most of the people your age, so everyone hangs out together. But in Halifax you associate with the people you go out with and no one else. One night when we were out I struck up a conversation with a girl in the washroom and we went back to the dance floor to find my friends. When one of my friends saw me with this stranger, she grabbed me and told me I shouldn't even talk to her, let alone introduce her to my friends. I realized Halifax isn't like home, where we know most of the people and everyone is pretty trustworthy. Clearly I couldn't trust just anyone. So I kept to myself and my friends the rest of the trip.

One big difference I noticed was how racist Halifax is. We went to a bar that played a lot of rap music and attracted both Blacks and whites. I noticed none of the couples dancing were mixed, which surprised me. We met some guys at the bar and asked them to dance. They were Black and they said they only danced with Black girls and walked away from us. I realized how different it is from Prince Edward Island. On the Island we don't really have a Black community, so we don't have anyone to be racist against. I have never experienced racism on the Island, except for seeing it in the movies, and I wouldn't call that experiencing it really. #4558

I came from Quebec to play women's basketball at the university on Prince Edward Island. I find many differences between the way people act at my home in Quebec and the way they act here on the Island. One thing that impresses me is that people on the Island are very relaxed and laid back. No one is in a rush and no one worries about things. One disadvantage is that people are always late and it doesn't bother them. Not one of my basketball practices and none of the team meetings and appointments have started on time. Even my coach is usually late. I am used to the rush-and-go lifestyle of the city. It can be a pain here sometimes when others around you drive or walk really slowly. I feel I am just wasting time, and I wish people would pick up the pace so we could accomplish more. Because people feel they can take their time they seem a little disorganized and confused to me.

Another thing, people on the Island do not care about what time it is. In Quebec we stop telephoning after ten or eleven o'clock at night and we never visit very late. But on the Island people are not hesitant to telephone really late at night or to show up to see you at two or three o'clock in the morning if they want to talk or need something. Every time someone did this to me or my roommate, I got pissed off and very angry. It took me a long time to get used to it. Now when I go home to Quebec at Christmas I don't pay attention to the time and call my friends whenever I want to.

There are three French girls, including me, on the basketball team. During the winter months the three of us always wear a scarf, mittens, and a big winter coat. But the other girls on the team just wear their little nylon jackets, wide open. My mom would die if she saw me wear a coat like that. Even when it is really cold outside people just wear a little jacket or a sweatshirt and a vest. Even little kids. Their mothers dress them so lightly it just kills me.

Another thing that impresses me about the Island is how religious people are, especially the young people. In my hometown some people still go to church, but they are forty years old or older, and young people and children don't go to church at all. But here on the Island most of my roommates are really religious. They say their prayers and stuff like that. The mother of one of our coaches was really sick and we sent her a card and each of us added a note. Everyone wrote that she was in their thoughts and prayers, which really surprised me. Also, I'm told that before every game the men's basketball team gets into a huddle and says a prayer.

People on the Island are very generous. Everyone gives rides to others and they really don't mind going out of their way to help you. They'll even loan you their car if they can not give you a ride. I am still shy about asking for a ride, but when I do people seem to enjoy giving it. In my hometown people get upset if you ask them for a ride, and you can tell they don't want to. Islanders are also very generous with food. Every time we go on a road trip, our coach's husband brings food and soda for us. Once my roommate was really broke, and when her boss heard this she bought my roommate groceries worth fifty dollars. That is amazing to me. People in my hometown are so self-oriented that they would never do anything like that. People here give a lot of support to each other.

On the Island people are more conservative about sex than they are in Quebec. Islanders don't talk about sex as openly or as much as the French people do. Many times I've been talking about sex with one of the other French girls and an Island girl has come up to find out what we are talking about. When she finds out, she laughs and turns away. I never hear the Island girls talk about sex among themselves, and when the subject comes up they shy away from it. I find this peculiar, because to me sex is very natural and no one should be embarrassed or hesitant to discuss it. I was raised to talk openly about sex, but family values are different on the Island.

Islanders are also shy when it comes to their own nudity. Some of the girls turn their backs while they are changing clothes in the girls' dressing room before practice so they don't expose their breasts or genitals. Some girls even take their clothes into a toilet stall when they change so no one will see them at all. After practices and games the only ones who use the public showers in the dressing area are the three of us, the French girls. The other girls wait until they are in the privacy of their homes before they shower.

Even though the Island is a very small place, it has a rich culture and I learn everyday how to deal with different situations and behavior. #4559

During the 1960's and 1970's there was an influx of young people to our area from other parts of Canada. These newcomers have been interested in having a "natural" lifestyle, and are attracted by inexpensive land. Many raise animals, such as goats, sheep, bees, and chickens. They attempt to be self-sufficient, and they make whatever they can, such as their own butter. The Islanders have assigned them a variety of nicknames, including hippies, back-to-the-landers, woods people, twigeaters, granolas, and freaks. These people bring with them a variety of practices which surprise local people. As a result, local people certainly notice, comment on, and sometimes ridicule the newcomers.

Islanders are very conscious of the differences between themselves and "the hippies." It is a source of pride on the Island to have a neat home, yard, and community. However, most back-to-the-landers do not keep a tidy yard. When local people drive past, they see derelict cars, stray lumber, animals in their yards, and unkempt grass around their homes. This aspect of their lifestyle tends to bother people most, or at least most often. Similarly, the hippies have messy appearances. Most wear odd pieces of castoff or army surplus clothes. In addition, they do not tend to be clean, which is not surprising, since most of their homes lack convenient washing facilities. On one occasion we exchanged a bath in our tub for a basket of crabapples. Local people also get upset because the hippies have lots of children and most couples are not married.

Another strange hippie practice is their habit of bathing nude at the local pond. Islanders themselves have been seen skinny dipping at night at the local beach. However, large groups of hippies bathing in broad daylight is something else altogether, and seems quite odd to local people. Stranger still is the idea anyone would want to swim in an old murky pond when we're surrounded by beautiful beaches and lovely refreshing salt water. The hippies reply that the salt sticks to their skin. Nevertheless, the pond has become a popular attraction for many local Sunday afternoon drivers.

In winter many back-to-the-landers take off for Florida or California. Because they don't have permanent jobs or many commitments, they can leave when they want. I know I resent their freedom. I can't leave my responsibilities behind, nor can I afford to go. And many people wonder how they can afford it. The latest fad in the hippie community has been to build a solar greenhouse. It doesn't add much to the appearance of their homes, but it should add to their self-sufficiency. Consequently, this year when a hippie neighbor decided to take his

regular winter vacation, he had to get a friend to walk down his milelong lane every two days for over a month to take care of his greenhouse.

Perhaps the event that portrays the hippies at their best is their annual bazaar, or "Bizarre Bazaar," as some call it. The first year, it was initiated to help out a girl who was stranded after her boyfriend and supporter of her children died of some mysterious cause. A field was donated for the event, and booths were set up to sell homebrew, souvlaki, haircuts, and any number of weird and wonderful things. Raffles were held on a pound of homegrown (marijuana) or a twenty-pound cheese, and there were fiddles, guitars, and children everywhere. There was even a dunking tank. I was really impressed with all the organization and imagination behind it.

There are a variety of areas in which there is little interaction between back-to-the-landers and local people. For example, socializing between members of the two groups is limited. The hippies do not attend community dances at the school, nor do they invite local people to their parties. They have also started a free school. Because they have organized an alternative school, this shows me they have a certain amount of drive. However, I'm sure many local people will wonder why the hippies feel they need it. Certainly Islanders think that the local school is good enough for their own kids. If the newcomers ever hope to become integrated with the community, and possibly they don't, a separate school is no way to begin.

Interaction between the back-to-the-landers and the local people does occur. These newcomers frequently borrow tools from the local people, although they can be slow to return them. The local bootlegger now carries homegrown for sale. In addition, several hippies have formed a team which plays in the local recreational hockey league. The league takes itself very seriously. Some of the hippies had never skated before, and their team hasn't done much winning yet. However, it has helped them get to know a lot of the local people better, and they've certainly been a source of amusement. However, when interaction takes place, differences in approaches can create difficulties. For example, a meeting of beekeepers was recently held at the local community hall. Certain hippies and local people keep bees, and a considerable amount of communication takes place between the two groups on this subject. On this particular night an elderly, very well-respected expert on bees was the guest speaker on the subject of the therapeutic effect of bee stings on arthritis. Several people from the alternative community had been asked to provide entertainment at a certain time in the program. When

that time arrived the speaker was still on the stage answering questions. However, the group of fiddlers began to drag up stools and set up in order to begin, and the speaker was pretty well forced off the stage. Local people considered this quite rude. When the entertainers played, their friends danced at the front of the hall. The local people, however, gathered together at the back of the hall and talked. The entertainers became upset that none of the local people seemed to enjoy their music.

One source of difficulty between newcomers and local people stems from different views on the importance of work and reliability. The attitude of the newcomers toward work is definitely more casual than that of local people. A neighbor hired a member of the alternative community, Tom, to help with the construction of his new barn. Tom turned out to be a bit unreliable, because he kept rather irregular hours. An older member of the local community was helping with the carpentry, and he loved to chuckle over the afternoon Tom said he was tired and just lay on the grass. He insinuated that Tom could not keep up with the real workers. On the day they poured the concrete floor, when it was important to have help, Tom went sailing. Although this certainly illustrates freedom from worldly obligations, I cannot approve of letting someone down in order to do something so frivolous when something important needs to be done. Another newcomer, Marsha, went to work for one of the local farmers. Everyone marveled that she rode her bicycle miles to work and did not shirk at all at the job. However, Marsha quit two weeks before the end of the season. Her employer docked her pay and would not give her a separation slip, which meant she had to wait much longer to receive unemployment benefits. Despite all their admiration for Marsha's stamina, local people sided with the farmer. Although the farmer may not have been justified in acting so harshly, local people do take work very seriously and the newcomers must conform to win their approval. Many people see the hippies as a drain on the economic system, because of their reliance on government support in the form of unemployment benefits and welfare.

Relationships between the newcomers and the local people have been slow to develop. In one case there is a close friendship between a hippie and an older local man. The newcomer uses tools in the man's shop and the local man, who loves to talk, has a willing listener. However, those who have been most willing to accept the newcomers and their habits are the people who are on the fringe of local society. These are the people who do not own land, make a subsistence living through temporary work and government benefits, and tend to drink more than others. In fact, a live-in relationship has developed between a newcomer and a member of this group. #4560

One hippie couple moved into my rural community. We had them over for dinner and they said they wanted to build a house in the woods. That was unusual because most people build their houses along the road. Then the hippie girl, Eleanor, turned to Mom and said, "Well I like to feel free to walk around my yard nude if I want to." And Mom went, "Oh, I see," in a deadpan voice. Later when the couple had left Mom said, "I don't understand why anyone would want to walk around the yard nude. God gave you clothes."

Mom was middle-aged when she became pregnant again. It had been fifteen years since Mom was last pregnant. Eleanor, the young hippie woman in our community, was pregnant at the same time, and she would come over and tell Mom that Mom wasn't eating proper food. She said Mom shouldn't be eating all this meat and squares and cookies, because it would harm the baby. Eleanor told Mom what she should eat instead. She said Mom should drink a gallon of milk and a spinach milkshake every day. Mom didn't say much, but Eleanor would tell her she wouldn't have a proper baby, and this upset Mom. Because Mom was older, she was worried. When Mom's baby was born he was an eight-pound ten-ounce bouncy, rosy boy in perfect health. Eleanor's baby, on the other hand, was sickly.

Eleanor would bring her baby over to our house. The baby was named Sky Melody, which was just not right. Why didn't she give it a good Christian name? My older brother and a bunch of his friends in their twenties were watching TV, and Eleanor decided the baby was hungry, so she started breastfeeding in front of the boys. And they got very embarrassed. Mom was quite upset, but she didn't say anything to Eleanor at the time. Sometime later she explained to Eleanor that the boys were really embarrassed, and asked if she would mind breastfeeding Sky Melody in a different room. #4561

Numerous conflicts occur between individuals because of differences in the models they hold. However, often serious differences between models do exist, but people are not aware of them. In most cases people do not know other people's models and assume they are the same as their own.

My wife was given an old Encyclopedia Britannica which she decided to donate to the thrift store. The thirty or so volumes were large and heavy and she placed every two volumes into a plastic carry bag so they would be easier to carry. Then she placed several bags of the books into large

boxes. She didn't tell me what she'd done, and I drove to the thrift store and carried the large, heavy boxes into the store. I didn't notice the bags, and even if I had, I'm used to carrying boxes, not removing bags from boxes. My wife was upset later when she learned I had carried the heavy boxes, not the lighter bags, into the thrift store. I have back trouble, and she didn't want to aggravate it. She felt I should have noticed the bags, but because she didn't tell me what she'd done and why, it never occurred to me to carry the bags instead. #4562

A difference may exist between the models that various people hold, but if people are not aware of the difference, they do not respond to it. Conflict occurs when people become aware of differences between models or differences in behavior which result from holding different models.

I share an apartment with four other girls. We all have different ways of doing things, like washing the dishes, vacuuming, and so on. However each of us is confident that our own way is best, and we try to correct each other. You can be doing the dishes and four other people will tell you that you're doing them wrong and how you should do them. It can get pretty annoying, but I know I try to correct others too. So we all just smile and continue doing things the way we want to. #4563

I can't tolerate any noise when I am trying to concentrate and study for my courses. I need a totally quiet atmosphere. Our family is a large one and we live in the country, some distance from the university. Dad works in the city and I was traveling back and forth to the university with him, so I didn't have extra time to study on campus. Instead, I had to do most of my studying at home. Sometimes I could not use my own room to study because I share it with my sister. When I asked if I could study for a couple of hours without being interrupted, my family made fun of me. They couldn't understand why I needed any more privacy than anyone else. They wanted to know "Why should we be quiet, just so you can study?" and "Who do you think you are?" I finally realized it was too much hassle pleading for some privacy and besides my marks were suffering. So I moved out of home to an apartment close to the university. Now I can study whenever I want and I spend the majority of my time in the campus library. #4564

I am a cashier in a drugstore, and we provide a ten percent discount to senior citizens. Normally senior citizens tell you they qualify for the

discount. A lady came into the store who appeared to be a senior citizen. She didn't ask for a discount and I didn't want to insult her by assuming she was a senior citizen in case she wasn't, because adults do not appreciate it when others say they look older than they actually are. So I didn't take ten percent off her purchase. But when the lady discovered this she got quite mad at me and insisted on getting her discount. I was glad to give it to her, but the lady thought for sure I was trying to gyp her. She was quite abrupt and stormed out the door. #4565

I work at a telephone answering service and we received a collect call to one of our clients, which was a travel agency. The girl who answered didn't know whether to accept the collect call and handed the phone to the owner of our company. The owner said he would accept the charges. The call was from a man stuck in Honolulu. He said there were no reservations made for him at any hotel and there was no rental car. He had no place to stay or anything. Our boss gave him the home phone number of one of the travel agents. A few minutes later the agent called and told us off for accepting the collect call. The travel agent swore at our boss, told him he would have to pay for that call, and said that he would only accept charges if it were an emergency and that he didn't consider this an emergency. Our boss told him if he didn't like the way we did our business he should deal with someone else. Obviously we didn't see eye-to-eye as to what was an emergency. #4566

I was working as a nurse in a children's hospital in Halifax. I planned to return by plane to Prince Edward Island and an Island family asked me if I would mind taking their baby back with me. They were fearful of driving that distance with a sick child. I agreed, and when I boarded the plane with the baby I was pleased to see someone I knew from home. I expected to have a nice chat about local news. But when I tried to converse, it was hopeless. He covered his face with his newspaper and responded with just a yes or a no. I thought this was quite odd because I knew him fairly well and our previous meetings had always been pleasant. Toward the end of the flight I saw him peering around the newspaper at the baby. I realized the source of his discomfort. I told him, "No, the baby isn't mine," and gave the reasons I was carrying the baby with me. He was visibly relieved and became quite talkative the rest of the flight. He explained, "Thank God the baby isn't yours. I know you aren't married and I just didn't know what to say to you." #4567

A friend and I were shopping in downtown Charlottetown. We were walking down Queen Street when we saw this well-dressed Black man walking along the sidewalk in our direction, just like any other person you would pass on the street. The man was young and very good-looking. When my friend saw him she became frightened. She grabbed my arm and pulled me into a little shop right next to us. I asked her why she did this. She explained that the Black man was a pimp and she didn't want to be caught by him. This shocked me. Granted, there aren't many Blacks on the Island, but to assume that a young, well-dressed Black man is a pimp is something else. #4568

People also become aware of differences between their own models and another person's models when they observe differences between what the other person spends his money for and what they spend their own money for.

I can't believe you waste so much money. You buy one music tape after another whenever you hear a song you like, and often there's only one song you like on the whole tape. Afterwards I never hear you listening to them. #4569

My friend, Deborah, would come home from work and her husband wasn't there. He was over at the neighbor's house. After three nights of this she asked him, "What's going on at the neighbor's that you have to be there every evening?" "I'm helping him put in his potato crop," he told her. The neighbor had gone bankrupt and was trying to get a decent crop so he could get himself back together. Deborah said, "I see." Her husband explained, "As a matter of fact I'm going to loan him \$6000. And I'm going to go in halves with him on these potatoes. Because he can't come up with the money himself." Well Deborah got very upset. She told me about this and expected me to side with her. "Yes, he shouldn't be doing this. He shouldn't be using our money for this kind of thing when I don't want him to." But what upset Deborah the most was that her husband was going to borrow the \$6000 from the bank, because this meant he would learn about all the secret loans she had taken out at the bank against their house. Deborah told him, "You can't borrow \$6000. They won't give it to you." He said, "Why not? That's not that much money." She asked him, "How much money do you think you owe them?" "Oh, I suppose \$10,000 to \$12,000," he replied. "Try \$35,000," she told him. This is all money she'd borrowed that her

husband did not know about. She'd run up bills, then she'd borrow more to pay them off. But instead of paying them off, she'd spend the money for something else. So the debt kept rising. Her husband was really bitter about this, and I don't blame him. She put up such a fuss and tried to stop him from borrowing the money from the bank. Deborah expected me to support her, and agree that her husband shouldn't be loaning this money to the neighbor with the potato crop. The way I looked at it was Deborah had all these secret loans on the side that she'd used for consumption. But her husband was doing something to help someone and stood to make a profit. In other words he was making an investment. She'd done all these sneaky things on her own, and he was being open about it. This sure didn't help their relationship any. (Amounts in 1984 dollars.) #4570

When differences between models are brought to the surface, they irritate people. People feel bothered by those who differ from them. When there is a conflict between models, people associate a) the irritation and upset they feel with b) the person who disagrees with them or acts differently. Because they dislike feeling bothered, they dislike the person responsible for this, i.e., the person whose models conflict with their own. Often they feel angry at the person and want to avoid him in the future. Conflicts between models can weaken and even destroy relationships.

When someone disagrees with me, I get annoyed and upset, and I start liking them less. $^{\#4571}$

I don't like to argue with others. You end up hating each other's guts over something insignificant. #4572

After an argument with my girlfriend, I don't like her as much and wonder whether I really want to stay with her. #4573

My husband's mother is really religious, and it upsets her that we lived together before we were married. I feel her resentment will prevent me from becoming close to her in the future. #4574

My grandfather made a bet with me that I would be married before I was 25. Well, I'm not married, but I am living with my boyfriend. Every time Granddad sees me he says I lost the bet. He says I owe him money because I'm married. Of course, I tell him I'm not. Then he says

what I'm doing is wrong, and goes into a long song and dance about it. He brings this up every time I visit him and he tells me to pay up. It makes me not want to visit him. #4575

Where do these foreigners get off, coming to the Island telling us how to do things and improve things? How do these guys know what's best for us? We live here all the time. We should know what we're doing. We're doing it this way because we think it is best for us. We know what to do and why we do it. It's for our benefit. If people from away want to come here and turn this whole area into a public beach, they only have to look around and ask, "Why haven't they done it already?" We know that the public beaches we already have are enough. We know people here want their land kept the way it is. People here don't want tourists running all over their land, and I don't blame them. It's good land, and it's theirs. #4576

A man and his wife live in the same apartment house I do. Occasionally they invite me to a party they are holding for about half a dozen friends, and the party consists of snack food, wine, and conversation. The problem is that his wife and I disagree about practically everything. It is very irritating, because her views are so opposed to my own. Whenever I think of her, I think of how differently we view things, and I don't have a good feeling about her. #4577

We have a friend that we see every couple of months. From what she says, I know she and I really differ over the issue of animal rights. When I think about her or see her, I remember this difference. I associate it with her. It makes me feel annoyed and I want to convert her. I didn't feel this way in the past when I didn't know this difference existed. But now that I'm aware of it, it continues to bother me. #4578

One teacher from Ontario taught a sex education class in one of the Maritime provinces and lasted for just one day. Apparently her approach was too much for the school. A guy in her sex education class said he was too big to wear a condom. So the teacher pulled lubricated condoms over the shoes she was wearing and stated, "Nobody's too big." The teacher kept falling during the rest of the day because the lubricant had made her shoes so slippery. #4579

Sometimes I like to pay my own way on a date. But the guys out home in the country get quite uptight about this. They think it is the proper

role for a male to pay for whatever you're going to, otherwise it is not a date. One time I bought tickets and took a guy from out home to a concert. I refused to give him the tickets, because the price was printed on them and I didn't want him to know what they cost. The guy went and found out how much the tickets were and then gave me the money. We had a full-scale argument over it and it almost ended the friendship. I was really mad, just boiling, but there was no way he was going to let me pay. I was very upset, because I wouldn't have asked him to go if I hadn't planned to pay his way. I felt it was too much money to ask him to spend on me. In the group I hang out with in the country, the guys will buy you a drink or something to eat, but none of them will let you buy them a drink. But when you come to university you find that the guys are in the same financial state you are in. Depending on who you go out with, you may be paying your own way. They are not as uptight about it as the guys at home are. #4580

In my community, there is an elderly man that everyone calls "Grampie," who lived in a local house for many years. Then he sold the property to a Mr. Charles from the United States and moved in with his children. Everyone likes Grampie, because he is kind and good-natured. Grampie also has a dog named Maggie who visits all over the community. Mr. Charles, who bought Grampie's property, is less popular. People see him as an arrogant American who is also a compulsive complainer, or "one of those with a few dollars in his pocket who thinks he owns everyone."

Given his reputation, no one was surprised when Mr. Charles decided to have his lot surveyed this summer. However, his motivation for doing so shocked many people. Next door to Mr. Charles, a retired couple have a very tiny lot with a very small cottage. They have spent the last two summers there, and are fixing up the property and the cottage quite nicely. They are a very pleasant couple and have not interfered with anyone in the neighborhood. Mr. Charles, however, dislikes having that "piece of junk" next door to him. "Just an old fishing shack, that's all," says Mr. Charles. He hoped that when he surveyed the property he might cut further into the couple's lot and make it so small they would give it up.

As it turned out, the new survey did not change the property lines. Mr. Charles went around talking about all it had cost him to have the survey done and how much that "thief lawyer" charged to handle the legal matters. Because Mr. Charles wanted to get something clarified, Grampie had to sign a new deed with him. This upset Grampie and angered his family. His daughter-in-law said to me, "He (Mr. Charles)

is a pain in the hole anyway." Mr. Charles made no secret of his desire to displace his neighbors, and he even complained to Grampie's family about Maggie being around. One person stated, "Can you believe the nerve of that man. Complaining to Grampie about the dog. It's no wonder no one in the area can stand him." When I was up at Grampie's recently picking raspberries, Grampie asked me, "Do you like Mr. Charles?" "No, not really," I replied. "Typical American, isn't he. Always finding fault. Never satisfied," he remarked.

I have heard about disputes over property lines and stray dogs before, but never about a situation that so infuriated people all over the community. There are two factors which can help explain this. Grampie is quite old and well liked, and Mr. Charles is an outsider with a lot to say. Also, most people feel bothered over the way Mr. Charles deliberately set out to get rid of his retired neighbors. Grampie's son told Mr. Charles, "Around here we don't worry about a few feet of ground one way or the other." There is no doubt that Mr. Charles came out the big loser. Not only did he have to pay for the lawyer and surveyors, but he alienated himself from most people in the community. The common sentiment in the community today is "I'd take Maggie ahead of Mr. Charles any day at all." #4581

People on Prince Edward Island take politics very seriously. When there is an election, differences are brought to the forefront, and people can get quite annoyed, agitated, and upset. Suddenly they have to deal with community members, neighbors, friends, and even family members who are diametrically opposed to them. Differences that were under wraps are now exposed. People feel that the reasons they support their candidates should be obvious to everyone else, and they try to influence others to support them too. Politics can create hard feelings between family members, neighbors, and friends. Family members who disagree may quarrel and even stop talking to each other during an election. Feelings tend to become intense a month or two before an election and dissipate a month or two after the election. There is a war of words between supporters of the two major parties, the Liberals and the Progressive Conservatives, with each side saying anything negative they can about their opponents. Elections seem to get everyone running around cursing those who support the other side. If you are seen at a party headquarters, a person who supports the other side is likely to say, "Look at that son of a bitch. He thinks he's so big. He wouldn't know his ass from his face." I have heard people make comments like this many times. If you're out socializing at the local pub, you don't mention politics in case someone

nearby supports the other party. One night at the local pub I saw two men ready to punch each other. Each was cursing the other and going into great detail why their party and candidate was best. But if you listened to them you realized neither man really knew what he was talking about. This kind of confrontation occurs all the time when there is an election. When the election is over everything goes back to normal and conflicts are forgotten. People become concerned with other things and their differences are less obvious.

Politics are almost sacred to Islanders. In many Island homes a family's political affiliation is comparable to their religious affiliation. Families on the Island are often labeled Liberal or Progressive Conservative because they have a past history of voting for and supporting a specific political party. Often other people have a good idea how members of a specific family will vote because they know how their relatives have voted in the past. Young people voting for the first time are singled out by others, who pressure them to vote a specific way. Children often experience the most pressure from other family members, especially a father or grandfather, who want to make sure they follow the family tradition of supporting a particular party. For example, one girl was told by her father, "Our family have been (Progressive) Conservatives since I can remember. So you're voting Conservative whether you like it or not." A friend of mine was voting for the first time. His family was known to be very strong Liberal supporters and his father told him to be sure to vote for the Liberal candidate. When the votes were tallied, the Liberal candidate won. His father was quite excited and announced he was going to the celebration party. He asked his son if he wanted to come too, but his son refused. His father kept pushing him to go, and the son finally looked at his father and stated, "Why in hell should I go to his celebration party? I didn't vote for him." His father just about went nuts. He told the son he had embarrassed the family and could never use the family car again. I have heard of many situations similar to this. Many young people I know are asked by their relatives who they voted for and tell their relatives what they want to hear, not who they actually voted for. They are just being diplomatic because they want to avoid a disturbance.

One of the best known phrases in Island politics is "Did you waste your vote?" The idea is that if you voted for the winning party, you didn't waste your vote, but if you voted for the losing party, you wasted your vote. Many people use this question to tease the people who are strong supporters of the losing party. After an election I was with my grandfather in town. We ran into another man who was my grandfather's age and

he asked my grandfather, "Did you waste your vote?" My grandfather didn't say anything, but as soon as the other man was out of hearing my grandfather began cursing like I've never heard him swear before. Those five words really upset him. If you support one of the minor parties, like the New Democrats or the Green Party, people are likely to say, "Don't be so foolish. You're wasting your vote because they're going to lose anyway." A wife is expected to vote the same way as her husband so that his vote is not "wasted," or cancelled out.

Many people who are strong supporters of a particular party, particularly those who are campaign workers, hope to get a job with the government if their party wins. Certain jobs, such as highway work, are frequently assigned to party supporters. A friend of mine followed his family's tradition and voted for the Progressive Conservative Party. When the conservatives came to power my friend was given a government job putting sand on the roads during the winter. The job paid well for the amount of work he had to do. When the next election took place my friend was drunk and didn't make it to the polling station to vote. When he reapplied for his job he didn't get it because he hadn't voted. Some people support a political party in expectation of receiving favors. The family of another friend of mine were staunch supporters of the Progressive Conservative Party. This friend was a member of the Young Conservatives and worked hard for the election of the conservative candidate. When the conservative candidate won his seat and a conservative government was elected, my friend assumed he would receive a government job. At the time he was in university, and when he went to see his candidate, who was now an MLA (Member of the Legislative Assembly), about getting a summer job, the MLA told my friend he couldn't get him one. My friend was very pissed off. Here he had done all this work and was not going to get a job. Moreover, he learned that other students were getting government jobs who did not even support the local candidate. When he told his father, his father became very upset and went to see the MLA, but to no avail. The MLA explained he had already recommended too many people for jobs and wasn't allowed to recommend any more. Both father and son told the MLA where he could go and ever since have been staunch supporters of the other political party. Probably the most hated person by the hard line supporters of each political party is the "jack-in-the-box" supporter. This is the voter who supports a candidate only after it becomes clear he will win the election. This type of voter flips from party to party depending on who is most likely to win, and then tries to get the rewards given to party supporters. #4582

A conflict frequently occurs between people whose models differ, with each person sure that their own personal model is right.

Jamie, a twelve-year-old boy, watches television every evening from about four o'clock to six o'clock. However, supper is usually served about five thirty. When Jamie's mother calls him to eat, he doesn't come and says he will eat after his show. Jamie does not like to be disturbed when he is watching TV, and he gets very rude and tells his mother off. His mother points out that his supper will get cold. But Jamie says he does not care. Then his mother gets very angry. This happens almost every day. Sometimes Jamie takes his supper up to his room to watch his own TV set. This upsets his mother's schedule, because she has to go up to his room to get the dishes, and she is unable to finish in the kitchen until six thirty. She would be finished long before this if Jamie ate supper at five thirty. #4583

I work as a cashier in a drugstore. We give senior citizens a ten percent discount on all items, except candy and cigarettes. This elderly man approached my counter and wanted to buy a small item that cost 67 cents. He informed me he was a senior citizen and showed me an identification card. I deducted ten percent, or six cents, off the price while the man watched very closely to make sure I didn't make a mistake. I told him that his price was 61 cents. He snapped back, "How did you get 61 cents?" I explained, "I took the 67 cents, found ten percent of that, and subtracted it from the 67 cents." He informed me he had never paid 61 cents for the item, but was charged 60 cents every other time he had bought it. Moreover, he stated there was no way he was going to start paying a different price. So I decided that it was better to lose one cent than to lose a customer. I told him, "Alright, 60 cents will be fine." The man was fairly well-dressed and when he opened his wallet he had plenty of money in it. But it didn't matter how much money he had, he was going to hold out for his penny. As he was leaving the store he turned to me and said, "The customer is always right." (Author's note: ten percent of 67 cents is 6.7 cents.) #4584

When my girlfriend and I went to the movie, there was one man seated in the last row. We entered the row just ahead, which was practically empty, and my girlfriend sat down right in front of the man. I sat down two seats away from my girlfriend so she could move over one seat. But she refused to do so. She asked me later why I was upset by this, and I explained that I hate to have someone sit down right in front of me when

there are plenty of other seats around because it makes it harder to see the film. It is just inconsiderate. She said she had never heard of this and that she was going to keep on doing it. I told her if she does so there'll be times when I don't sit next to her at the movie. #4585

My wife, daughter, and I stopped at the corner of an intersection because the pedestrian light said "Do Not Walk." My wife noticed there were no cars coming, said, "Let's go ahead," and she and I crossed the street. My wife didn't want to waste any time getting home. Our daughter, however, remained behind where she was and waited for the pedestrian light to say "Walk." When the two of us got to the other side we had to wait for our daughter, and my wife asked, "Why does she have to be that way?" It was clear my wife was quite annoyed with her and did not consider that our daughter was following rules she's been taught and has followed all her life. I asked my daughter later why she waited, and she said, "You're not supposed to cross. A car might hit you. It's bad, and it's against the law. I normally don't do it, so I wouldn't be comfortable. The only time I cross against the light is if I'm in a real rush." #4586

My daughter gets mad at me for going to pick her up from her music lesson or karate lesson late at night. She feels I'm treating her as a child, and should let her walk or get a cab home on her own. Because she's only fifteen, and small for her age, I don't want to take any risks that something will happen to her. The walk home from karate would take her through the worst part of town. She argues with me all the time about this, and says it's a waste of time for me to come get her. But I tell her we won't let her go to her lessons if we don't feel she's safe. #4587

My girlfriend and I attended a funeral service together. Afterwards she said she would like for me to bow my head when prayers were said, instead of looking around at other people. She said this would show respect for others, that she would appreciate my doing it for her sake, and that I should respect her feelings in the matter. It was clear that this is important to her, and I said I would think about it. Later I told her that bowing my head shows subservience to God, and because I do not believe God exists this would be hypocritical. I pointed out she should also be willing to respect my feelings in the matter. #4588

The other evening Mom came in the room where my boyfriend and I were watching TV. He was sitting up and I was lying down, and my shins were touching his legs. Mom got very upset. The next day she

told me I should try to act more like a lady and not drape myself on him, and that I had made her and Dad very uncomfortable. She didn't say it, but her attitude was that I was a little sleazebag. I was awestruck. I can't understand how she could possibly say that about me. I'm always so careful to be proper. I was so angry, and I'm still angry about it. I think she was upset because we were so relaxed, and she suspects premarital sex or something like that. That would bother her immensely. She said, "If you want to be like that, don't be like that here." I told her, "Fine. I'll wait until you're out of the room. Then we'll be like that all we want." It was a childish response, but she deserved it. It's just so ridiculous. She made something nice and innocent seem so yicky and terrible. I could just spit when I think of it. We won't be as relaxed in the future when my parents are in the house at the same time we are. The same thing happened to my brother and his girlfriend. Both of them had fallen asleep on the couch watching TV when Mom and Dad came home. It was like all hell had broken loose. This was the crime of the century. Mom woke them up and said something to them, and the girl, who's shy to start with, didn't come back to our house for six or seven months. She still doesn't like my mother, and I don't blame her a bit. Mom is all hung up. Isn't it gross how hung up she is? #4589

Meg and Dean had been going together seriously since their first year of college. Meg is Protestant and Dean is Catholic. Meg began to attend Dean's church to learn more about his religion. After they decided to get married, they went to see Dean's priest and were told that if they wanted the marriage performed in the Catholic Church, they would have to sign an agreement to raise the children as Catholics. It was also made clear that Dean must do everything possible to convert Meg to his religion. Meg became very upset after this interview with the priest and remained so for weeks. She even went so far as to call off the wedding. Dean finally persuaded her to marry him in accordance with the conditions of his church, and Meg signed the papers stating that their children will be raised in the Catholic Church. This caused much tension in Meg's family. They felt she should have stood up for what she felt was right. But they also believed she was old enough to make her own decision. #4590

I hired a girl named Susan to babysit for my two young children for the evening, and asked her to give them a bath before putting them to bed. Susan agreed and assured me there was nothing to worry about. When my husband and I got home four hours later, the television was

turned up very loud and Susan was on the phone. We paid her and my husband drove her home. Then I saw the rest of the house. The children's clothing was on the floor in the bathroom, their diapers were left next to the sink, the water in the tub had not been emptied, and their toys were all over the place. She had fed the children, but left the kitchen a mess. She even put the children to bed without pajamas and without washing their faces. We couldn't believe it. #4591

One Saturday Mom told my brother and me that Terri, our neighbor, had called and asked if we would cut her grass. Terri's doctor had told her she shouldn't overexert herself, and her husband, Andrew, had just broken his wrist playing tennis. Mom told us Terri said they would be most generous in paying us, and that Terri felt very guilty for only paying us \$10 to mow their huge lawn while they were on holiday. We agreed and told Mom that \$10 each would be fine. Mom said because we were neighbors we should only charge \$7.50 each. Dad agreed with us and said it was a very big lawn, the weather was cold and miserable, and we were just recovering from a bad cold, so \$10 each would be most reasonable. Mom argued, "No, it's too much. Neighbors are neighbors, and we might need a favor ourselves someday." Dad replied, "I think you're wrong. If Terri and Andrew want to pay well, it's not good business to take less than they want to pay. Andrew is an executive, and \$10 each is chicken feed to him."

When we arrived next door, Terri invited us in and asked, "How much are you going to charge?" My brother and I looked at each other, and remembering Mom said, "Seven fifty will be fine." Terri disagreed, "But I was thinking more of \$10 each. It's a big lawn and you're so good to come over." Her husband, Andrew, was sitting nearby drinking a beer, and interrupted, "Now Terri, the kids have asked for \$7.50 each, and that's what they'll get." "Andrew, I'd like to give them a bit more." "It will be \$7.50 each," said Andrew, closing the discussion.

My brother and I went outside and started the two lawnmowers. Because of Andrew's attitude, we were not happy doing the job, and wished we'd never agreed to do it. We tried to get it over as fast as possible, and my brother mowed down a baby pine to get even with Andrew. Afterwards Terri paid us and said, "I'd like to pay you more. But it's Andrew's money and I have no choice." Back home we complained bitterly to Mom about Andrew's attitude. She repeated that they are neighbors and \$15 an hour for both of us is good pay. #4592

Differences between models and efforts to establish consistency are the primary causes of arguments and conflict.

There are numerous conflicts between models. One source of conflict is differences in belief systems, such as creation versus evolution, capitalist versus Marxist, Catholic versus Protestant, abortion versus right to life, smoking versus not smoking, animal rights versus animal experimentation, welfare versus non-welfare, pro-euthanasia versus antieuthanasia, sex education versus no sex education in schools, and free trade versus government subsidies.

Many parents restrict the television programs and films their children are allowed to see and the books they are allowed to read. Some parents insist on checking films and books first before they let their children have them. Some do not want their children exposed to any violent or scary scenes, and their children can not see programs and films or read books which include any mythological beings, dinosaurs, or fighting. It doesn't matter if the books come from famous authors of children's books. Other parents are concerned about swearing and sexual content. I think parents feel by doing this they are protecting their children from violence and sex. Many parents want to keep their children from being exposed to the adult world as long as possible. Some parents provide home schooling for their children, so their children do not have to deal with influences from teachers and children at school. Personally, I think the result of all these restrictions is that their children are more likely to form naïve and simplistic views, lack experience, and be poorly adapted to deal with the real world #4593

Religion is very important in my area, and many of the Catholics and Protestants are extremely bigoted. There are a lot of undercurrents, or tensions, between the two groups. There are all kinds of things you don't say around someone of the other religion (denomination). If you're Catholic, you don't want to make any negative cracks about the Protestant Church when you're talking to Protestants; and if you're Protestant, you don't want to make any negative remarks about the Catholic Church when you're talking to Catholics. For example, if you're Protestant, you don't criticize bingo around Catholics. Protestants are opposed to gambling, but Catholics hold bingo on Sunday nights to raise money, because no one is off doing other activities. Or you don't say anything about the fact that Catholics go to church Saturday evening, so they can

go party and get drunk Saturday night and sleep late Sunday morning, whereas the only service in the Protestant church is at eleven o'clock Sunday morning. And if you're Catholic, you don't criticize church suppers held by the Protestants when you are talking to Protestants. You don't say, "Well, the United Church has enough money without getting more out of me." Now my family is Protestant and the nextdoor neighbor, Lorraine, is Catholic. Lorraine goes to Mass four times a week and always mentions she's been in church. She has religious pictures and crucifixes and everything in her home, and she worships the Pope. Lorraine associates with us and accepts us, but she really thinks we're going to Hell. Mom must think the same thing about Lorraine, because she always calls her "the wicked old bag." Even though they are friends, you can feel the tension between them on religious matters. We have exchange students stay with us. And every time we have one at our house Lorraine comes over and asks Mom right out if the exchange student is Catholic or Protestant. One time the exchange student was from Quebec and didn't speak much English. Lorraine decided she'd have to be Catholic since she was from Quebec, and Lorraine was bound and determined that she was going to Mass. She told Mom that there was no way around it, the exchange student had to be at Mass, and that was it! Lorraine made Mom feel this small, because it was like Mom didn't care about the student, and if we couldn't look after her properly and take her to the proper church, then we shouldn't have her stay with us. So Lorraine dragged the exchange student and me off to church one Sunday for Mass. And when we got inside, the exchange student looked at me and said, "I'm not Catholic." And actually the exchange program usually matches you with someone who has the same religion you do. It's very much taken into consideration, and we've never been assigned anyone who wasn't Protestant. Inside your own family you don't mind talking about the other religion. Lorraine has been really mean to me a couple of times just because she is that kind of person, and Mom tells me, "What do you expect from a Mick (a Catholic)?" #4594

However, conflicts occur at all levels and can even take place over how one goes about pouring tea, making the bed, folding a letter, blowing one's nose, answering a telephone, pronouncing words, using grammar, stacking dishes, washing dishes, driving a car, emptying the garbage, ironing shirts, feeding pets, combing one's hair, sitting in a chair, and being polite to others.

Last summer I had a job working with this nice old man. It was all right at first. But he soon started to get on my nerves, because he was overly nice to me and the customers. It bugged me so much I quit. #4595

It really irritates me when people make fun of others. When I hear them, I shut up. But I feel like yelling at them. Do they really think it's funny to be so rude? #4596

Those dumb drivers! They never put on their turn signal until they're two feet from the corner. They should have enough common sense to let others know in time. #4597

These people come into my store and expect me to slash prices to nothing just to give them a good deal. I have to make a living from this business. It bothers me that they expect quality products for very low prices. #4598

When my wife and I go out, I like for the two of us to spend time together. But she likes to do things in a group, and always wants to invite others along. #4599

My boyfriend will ask me a question once and I'll say no. Then five minutes later he'll ask me if I'm positive the answer is still no. When I tell him something like "No, I don't mind if you leave the reading light on while I'm sleeping," I mean it! #4600

It could be forty degrees centigrade in the house, and she still won't let me open the window. Maybe she's cold-blooded. It really annoys me. #4601

This year my brother and sister opened a store together. Money is the big thing for my brother, and the more he has saved the happier and more at ease he is. He feels they should make do with the bare necessities in the store until they can really afford more. My sister, on the other hand, loves to spend money, and she buys things for the store so it will look nice. They have many conflicts over whether to keep expenses down or to make the store more attractive. #4602

Many conflicts occur over what people perceive or remember to be the facts in a matter. When they talk together, people frequently disagree

over what they know about a situation and how they interpret it. People constantly correct others who say something that does not match their own understanding of "the facts." They feel compelled to change each other's memory so it will match their own.

No, it was Darlene who said that. Not Lynn. #4603

He isn't going out with Helen. He did once, but not any more. #4604

We didn't eat at a restaurant on Richmond Street. We ate at a restaurant the next street over. #4605

No, we didn't meet in 1991; we met in 1990. It was August, and you were working in a store downtown. #4606

This isn't the best way to get there. The next street would have been faster. #4607

No, that's not what happened. The passenger in the car didn't survive. He was killed too. The driver died when the bus hit the car. The passenger was taken to the hospital and died two days later. And they weren't killed because they didn't have their seatbelts on. The car was squashed so badly it wouldn't have made any difference whether they had seatbelts on or not. #4608

Conflicts over differences between models can escalate over time

I witnessed this conflict between the owner of an automobile service station, where I work, and the next-door neighbor, an older man. Both individuals had known each other for some time and had always been very friendly with each other. This winter we have had several storms. Ted, the owner of the service station, has a loader that he uses for removing snow. After the first storm Ted used it to clean the lot at the station. He piled the snow to the side, on the land owned by the oil company that leases the station to Ted. Charlie, the neighbor, came out of his house screaming and flagged Ted down. Ted stopped what he was doing and talked to Charlie, who was mad as hell. Charlie believed that Ted was piling the snow on his land. There is a guardrail that runs parallel with Charlie's land. Charlie assumed this was the property boundary. However, there are gas tank filter pipes that stick out of the ground on

the other side of the guardrail. This area is gas station property, and this is where Ted was piling the snow. The two men argued for some time and both finally calmed down. But as Ted was getting back into the loader, Charlie shouted at him, "If this happens again, you'll be sorry."

A week later we had a major snow storm, and the snow had to be removed again. Ted began clearing the station lot and pushing the snow to the side of the lot. Charlie ran out of his house and began shouting and screaming at Ted. This time Ted ignored him and continued what he was doing, and after a few minutes Charlie went back in his house. Approximately fifteen minutes later the city police arrived in response to a telephone call from Charlie. After talking to both men the police agreed that the snow was being piled on service station property. This did not make Charlie happy, and Ted assumed the issue was settled.

After the service station was closed that night Charlie went to the loader that Ted had used to remove the snow and filled the cab completely with snow. He also cut a few of the wires leading to the ignition. The next morning Ted noticed the snow inside the cab of the loader. When he began to shovel the snow out of the cab, Charlie came out of his house and told Ted, "I told you you'd be sorry if it happened again." Ted didn't really pay attention to this. Ted made several attempts to start the engine. When he checked the battery he noticed the wires had been cut. Ted tried to stay calm, which was difficult with Charlie standing there watching and laughing. Fortunately Ted did remain calm and he fixed the wires with solder and tape. He completely ignored Charlie. When he got the loader working again, Ted moved it to the other side of the service station.

A week and a half later it began to snow heavily. Ted decided this was the opportunity to get even with Charlie. This time he actually did pile the snow on Charlie's land. Charlie was quite upset when he saw what was happening. Ted got quite a kick out of seeing Charlie run out of his house screaming. While Ted piled up more snow, Charlie ran to get a gun. Ted found he was facing the muzzle of a shotgun. Ted quickly moved the bucket of the loader up to protect himself in case Charlie fired the gun. Ted climbed out of the other side of the loader and ran to the service station. As he entered he could see that Charlie was pointing the gun at the service station. Ted told everyone to take cover and called the police. They arrived quickly and placed Charlie under arrest.

Later we learned that the gun was in fact loaded and that Charlie had a history of problems with his neighbors. The police obtained a search warrant and found numerous guns and a great deal of ammunition in Charlie's home. The next day Charlie was released, and after a

few days he phoned Ted to try to get the charges dropped. However, Ted would not drop the charges, and after arguing for a few minutes Charlie hung up. I suspect a stiff fine or a jail sentence will follow. There have not been any disputes between the two men recently, but I predict after what has happened the slightest thing will set them off against each other again. I never expected this kind of behavior from Charlie. The few times I had talked to him he seemed like a typical kind, older gentleman. I think everything started over a stupid misunderstanding that was carried too far by both parties. #4609

At the same time, people are often able to remain uninvolved when other people disagree with each other.

When my friends differ from each other, it doesn't bother me unless one of them disagrees with me. If neither disagrees with me, I just stay out of it. #4609A

People want others to hold the same models they do. They expect those they spend time with to share their political, religious, social, and professional viewpoints. People prefer to be with others whose models agree with their own, and to avoid those whose models disagree with their models. People with similar models are compatible, and those with different models are incompatible.

I don't like girls who smoke, and I wouldn't want to date one. Not only does their breath smell awful, but the ones I know who smoke can't get their acts together. I think they're losers. #4610

I've noticed that our landlord is way more friendly to us since we got married. His wife even talks to us now. #4611

My friend went out with this guy for three years. They were married, but after three months she filed for a divorce. I couldn't believe it. I always knew he was a very tidy person, but apparently he was neurotic about it, and it just about drove her around the bend. #4612

My brother is a fisherman and went out to British Columbia for a fishing conference. There were all these officials at the conference who didn't know anything about fishing. My brother got bored with the conference and put on his old jeans and went down to the waterfront. This guy

was unloading his boat and my brother unloaded all his fish with him. Afterwards they went out for a drink and they talked about all kinds of things. My brother invited him to the Island, and he's coming here to visit next week. #4613

The military is only for some people. These are people who like an organized and efficient way of life. This is not to say that people outside the military can not make their lives organized and efficient. It's just that in the army you know your life will be organized. I hear this from others in the Canadian Forces. "The reason I joined the army is because I was tired of the way my civilian life was going. There was not enough structure to my life and my friends were even getting on my nerves. I'm not trying to say that the military way of life is right for everyone, but for me it provided an order and efficiency that you just can't find in civilian life." "Before I joined up, I had an active lifestyle. But I was wandering around trying to find something to grasp on to. Now that I'm in, I wonder how civis (civilians) cope with the vagueness of normal life. No wonder there are so many nuts out there." #4614

When I arrived on Prince Edward Island I applied for a job as a nurse at a local hospital and received a position in the Intensive Care Unit. I assumed that this would be quite similar to my previous job in a Montreal hospital, but I was mistaken.

At the beginning of each shift the other nurses would read the newspaper or stand around and chat. In contrast, I went straight to work. I would have my work all finished when they were just beginning. They thought I was crazy. One day a nurse accused me of "trying to get in good with the nursing office." I tried to explain to her that where I had worked in Montreal everyone worked just as hard and quickly as I did, regardless of how many patients there were, because we never knew what the day would bring. She informed me, "Well, you're not in Montreal anymore."

I became aware of local protocol each time I made a faux pas. When the Director of Nursing appeared everyone stood up and everything came to a standstill until she left. I knew nothing of this and continued with my work. This brought me a severe reprimand. I questioned this practice and learned that one did not question the status quo. The same practice applied to doctors. This I learned when I did not stand up for a doctor and was again reprimanded. Apparently doctors were held in great awe. They were placed on a pedestal and could do no wrong.

At the same time some practices were very casual. Staff called each other by their first names. Doctors treated the nurses in a condescending manner and called us by our first names. First names were also applied to patients. This took me a great deal of getting used to.

Many nurses resented the fact I had been hired. When I started work on the Island there were only three other nurses on the staff "from away," or from out of province. Few of the nurses who graduated from the local nursing schools were able to get jobs in the local hospitals, and most had to leave the province to find work. One nurse told me, "If they didn't hire all these nurses from away, the local nurses could have gotten jobs." The head nurse informed me, "I was not consulted about hiring you, and if I had been, you wouldn't be here." The staff took great delight in sitting back and letting me make a fool of myself. No one introduced me to any of the doctors. Therefore when a doctor would enter the unit, I would question his presence. The doctors did not take kindly to this and responded quite rudely. One evening a man entered the unit, introduced himself as Dr. Smith, and asked to see a patient. I gave him the patient's chart, which he looked over before seeing the patient. The next day I was in hot water again. The doctor was a veterinarian seeing a friend.

Many doctors ignored me and dealt with a nurse they already knew. One continued to call me "Miss what's your name." The doctors would always try to test me by ordering the wrong dosages or outlandish drugs, so I had to be on my guard.

I found many practices at the hospital to be out of date. When I tried to make suggestions about treatments, I discovered this was just not done. The administration felt no one should question their authority and I was considered "resistant to hospital policy." I learned that what I experienced was not unusual. Many of my friends from Montreal who went to work in other hospitals encountered similar problems.

It took me five years before I was finally accepted. I found it helped working with other nurses "from away." Since then, doctors, nurses, and nursing instructors have increasingly been hired "from away," and they have introduced many new ideas and practices into the local system. #4615

When you live in a community, there are those families you have a lot in common with and those families you have very little in common with. Neighbors differ considerably from each other, and you have a lot more contact with those that you are compatible with. Many families are known for having common characteristics, and you see the father's traits carried through his children and his grandchildren. As a result you

aren't surprised or overly upset when their children act the same way the parents act. This is the case with my neighbors.

Take Mr. Duffy. He is shrewd and he always charged everybody to go in his car when he was a kid. And his kids do the same. We don't visit their place. It's a very closed household and he pinches every penny, you know. He didn't take us anywhere when we were kids. He looks out for number one and tries to make money. He's not open and honest and willing to give to others. Instead of being neighborly and loaning something, he'd want to rent it out and make money out of the situation. I think he's not really honest; that he's shady.

Then there's the Campbells. Everybody in that family looks out for themselves, and that includes the parents and the kids. They never do anything for anyone else. It's me first, and if I tramp on you in the process, that's fine. That's in EVERYTHING! We don't go to visit there. The father wouldn't go out of his way for anyone, ever. The wife runs a shipshape household that's just spotless. You take your boots off. That family is closed. You never hear anything about family matters in that house. They're not discussed. They'll walk on you if it lets them get something, they'll just walk on you. If you need a ride home from Charlottetown with their daughter, Allison, she charges you. Allison is a friend of mine, and she charges me too. My brother used to take Allison everywhere she wanted to go and would loan her his car. Then a couple of years later, when he was in financial trouble and couldn't afford to put gas in his car, she charged him to drive him from Charlottetown to our community. Allison had to drive back to our community anyway, because she lives in the same community. And if my brother couldn't afford to put gas in his car, how could he afford to pay her for a ride? I mean that's the limit. Allison tells other people that they are crazy if they do things for others and give them rides. She says because they've used their time and money, they should charge. And she seldom takes her friends to her house. Allison never loans money to her sisters and never gives them anything. Everybody has to pay their share. If her mom got her something she would pay her mom for it. I don't know. I don't like it. Allison's motto is "All's fair in love and war." So if she likes the guy you are with and she can get him, she will. In Allison's family everybody keeps track of what they owe each other.

Next there are the MacDonalds. You feel comfortable when you go in and sit down. You could chat with them all day. They give a great deal of themselves and anything they have. They're the nicest people and you just love going there. And their kids are all friendly and nice. They don't think anything of doing things for others. When we were kids, if they

were going somewhere they always stopped by home to take us along. As kids, if we weren't over at their house, they were over at ours.

Then there's the politician, who's known for his shrewdness in business, and for cheating others and doing what he can to get ahead. He has a tobacco farm, and he had a turnover of four sets of people for his crew this fall. He couldn't keep them because he wouldn't give them a lunch in the field. And he wouldn't pay them. There were just all kinds of hassles. He's really known for that. And kids don't really go visiting his kids at his house. I don't know what his kids are like because they aren't in my age group.

And there's my family. If my car is going home and you want to come, I like the company. I never ask anybody for money for gas. I'll accept it if you give it to me, because I'm usually so broke. But I don't mind if you don't offer, and neither would Dad. Dad would take anybody anywhere they asked, and his father would have too. That's something that's run down through our generations. Dad feels you've got to help other people. I drag people home. This past Sunday it was raining and I met this super-nice couple with a child who didn't have any place to stay. They were camping out and their tent was wet. I called Mom and asked, "Can I bring these people home?" I didn't even know what their name was. I just knew they wouldn't have anyplace to sleep but in their car and that wouldn't be very comfortable. And Mom asked Dad, "These people haven't got a place to stay. Can Julie bring them home?" And Dad said, "Yeah. C'mon. We're having supper at five o'clock." That's happened so many times. Dad will ask me, "What mouse have you brought this time?" What he is saying is "So what did the cat drag in?" My parents always have their doors open to all our friends. We are encouraged to bring our friends home. Our friends come over and we can tear the house apart. It's our house and everything is OK. But we couldn't go over to the houses of a lot of my friends. We would have to take our boots and our coats off and have to sit there, nice and erect. We couldn't make any noise or anything. But with Mom and Dad we bring our friends and they bring their bottles with them. And if Dad wants to drink he might have a drink with them, and he'll talk to them. We make lots of noise. We have lots of rowdy parties, you know. And my parents are always interested in people, so there'll be all kinds of people coming and visiting and staying and stuff. At home my brothers and sisters and I have a system between us. If you have money and another of us needs it, you give it to them. You don't write down what they owe you. And then if you need money they freely give it to you. That way everybody gets cash when they need it. When I go home broke, one

of my brothers pays when we go out. And when he comes to town I pay for him. We figure it equals out in the long run. I like it this way. And we do it as a family thing too. Our family wanted a fireplace, so we bought one for our parents at Christmastime. And we bought Mom a dishwasher bit by bit, and put down the floor covering and stuff. If Dad and Mom don't have the cash to do something for the house, they can rely on us to come through. Sometimes my brother and I pay the phone bills and electric bills. And if we're out shopping, we'll think, "Well, maybe we need some dishtowels," or maybe there's a sale on soap, and we'll buy it and take it home and put in the cupboard and not think twice about it. Like Mom is just great for getting me stuff for my place in town. Or when I was trying to pay off a loan, one of my brothers paid my way whenever we went out to a dance or lounge all summer until I got the loan paid off. And when he went on a trip, I went out and bought him all the things I figured he should have for his trip. I think that families are for helping each other. It makes it nicer. #4616

Individuals differ in the way they handle differences between their models and the models used by other people.

The people that I know have their own personal styles of handling disagreements. I will describe the approaches used by my parents, my friends, and myself.

First I will tell you about my parents. My father is never wrong. Anyone who dares to oppose him is either pushy or just plain doesn't know what he or she is talking about. Trying to talk rationally to my father is like talking to a brick wall. If he senses he is losing ground, he becomes verbally abusive or clams up completely. He becomes irrational and starts to contradict himself. At this point, I tune out and leave. The most infuriating aspect of the whole situation occurs about ten minutes later when he comes bouncing back and acts as if nothing has happened. He also sends out silent signals that say, "Since I am your father, I will forgive you," while conveniently forgetting that he usually started the argument. If you don't respond to this pathetic charade, he takes the role of the victim and makes you feel as guilty as sin. To top it off, he holds a grudge forever. My mother is similar in that she is always right, no matter what. She is appalled if anyone opposes her and will fight tooth and nail to get her way. She has the most disgusting habit of trying to make you feel inferior to her, especially if she thinks you are getting the best of the argument. It is impossible to make peace with her, because, like my father, she holds a grudge forever. Etched in her mind is the memory of

every time she has been opposed. When it comes to disagreements, she acts so high and mighty, but is in fact the most childish person I know.

Now I'll tell you about several of my friends. Amy is my closest friend, and I know this girl like the back of my hand. All her life she has had a feeling of inferiority. Even when she knows she is right, she will not argue the point because she wants people to like her. She clams up and takes whatever is thrown at her. Amy goes out of her way to avoid unpleasant scenes, and her beliefs are repeatedly crushed. She won't even force an issue with me, and I end up winning every time. It is very frustrating watching her get walked on time after time. Then I have to listen to her for hours as she reflects on what she should have said, but didn't. This is especially pathetic because we both know it will be a cold day in July before she will stand up for herself. After a confrontation Amy keeps her frustration inside. Another friend, Barb, complains extensively before a confrontation. But when it happens, she agrees totally with her opponent and accepts blame for the whole situation. At this point she falls to pieces and cries her eyes out, invoking guilt in her opponent. As a result, people don't want to risk a confrontation with Barb, and avoid her or exclude her from activities. Strangely enough, her best friend, Catherine, goes looking for confrontations. She doesn't seem to be able to make it through the day without at least three major conflicts. Catherine is on a self-righteous crusade, which I find humorous, because she is rarely justified in her outbursts. If she is right and her opponent wrong, she doesn't let up until she is sure her opponent will regret it for the rest of their life. If she is in the wrong, she is so verbally abusive that her opponent is intimidated into backing down. Because Catherine holds grudges, she has more acquaintances than friends. A different friend of mine, Doris, acts like a thirteen year old during a disagreement. When confronted, she breaks down and runs away. Although she will not argue, and will not discuss a problem rationally, she will sulk for a week and make snide remarks under her breath for the duration of her hostile period. Doris also plays the role of a victim and makes you feel guilty forever. She blows everything out of proportion and lets everyone within a ten-mile radius know she has been hurt. Another friend, Evelyn, has a superhuman quality of niceness. She has never gotten mad at anyone. She accepts whatever comes her way, and people take advantage of her all the time. When someone takes out their frustrations on Evelyn, she makes excuses for their behavior, left, right, and center. She fully believes in the total goodness of the world, and feels she is responsible for the happiness of others. Being a sensitive person, Evelyn is distressed when she thinks she has caused another person to be upset and she becomes filled with feelings of guilt.

Like many people, I believe I am right most of the time. If my opponent is willing, I can talk through any disagreement. I am able to understand the perspective of the other person. I cannot tolerate people who do not understand another person's point of view, even if they do not agree with it. I am also unable to tolerate people who are irrational and childish. I feel it is senseless arguing with someone who cannot discuss a problem maturely. I feel I am wasting my time, and I am insulting myself by listening to them. In these situations, I leave if I can. If not, I tune out until the other person is willing to work the problem out calmly. #4617

People often view another person's models that differ from their own in a negative way. They may consider the other person's models wrong, misguided, biased, simplistic, naïve, childish, irrelevant, uneducated, convoluted, immoral, absurd, silly, foolish, stupid, irrational, or insane.

I refuse to accept the disease model of alcoholism in spite of what they teach you in psychology. The medical community may buy into it, but I do not. Individuals are responsible for their own actions, and they should control their consumption of alcohol. #4618

My mother worries about radiation. Her sister recently had radiation treatment for cancer. Mom went to stay overnight in her sister's small apartment and they had to share the same bed. She was convinced that the radiation in her sister was being transmitted to her, and Mom would not stay a second night. Mom also doesn't want to enter stores that have doors that automatically open, because she thinks the radiation will get into her body. After she bought a color television set she was determined to get rid of it. She said she could smell the radiation in the air when the set was on. We worked hard to convince her to keep the set. She no longer mentions the color television set, but she seldom watches it #4619

My wife believes in ghosts. She's never seen one, but she says her mother has. I think this is just an excess of imagination. If ghosts existed there would be lots of evidence for them. Most of us would see them and we could study them. From time to time most people do see something move out of the corner of their eye. Perhaps there is a floater in their eye or they think something has moved when they change their focus. Horses are the same way. If they suddenly see a shadow, they may shy or bolt. Humans,

like horses, are easily spooked. Humans may think they see something, even if nothing is there. If they encounter something unfamiliar they are likely to explain it in terms of popular concepts, like "ghosts" or "flying saucers." I suspect the concept of ghosts originated from trying to explain the difference between a person who had been living but now is dead. The same body is there, but something is missing. When people tried to explain where this missing "life force" had gone, they came up with the idea of ghosts. #4620

I think it is ridiculous for educated people to believe in religion. All they are doing is assigning supernatural explanations to natural events. Thanks to science, we have natural explanations for the universe, the solar system, earth, life, humans, disease, death, thunder and lightning, wind, storms, floods, fire, volcanoes, earthquakes, tornadoes, rainbows, and solar eclipses. We don't need supernatural explanations to explain these phenomena. Religions are just holdovers from pre-scientific societies which lacked scientific explanations.

There is no evidence for the existence of the supernatural. The traits that we attribute to the supernatural are the same traits that imaginary beings have. We do not see, hear, or feel supernatural figures, just as we do not see, hear, or feel imaginary beings. This is because the supernatural figures are imaginary. If the supernatural existed there would be ample evidence for it. We are able to obtain data on the things that exist. We are not able to obtain data on the things that do not exist. If we can not obtain data on the supernatural, it is because it doesn't exist.

It is very easy to invent a new religion. Let us invent one. We will call our supernatural figure "Super Dragon." Super Dragon brings luck. Where do you think luck comes from? It must come from somewhere. It comes from Super Dragon. If you have faith and worship Super Dragon, you will have good luck in this life and for eternity. But if you ignore or reject Super Dragon, you will have bad luck now and for eternity. Now, what if you have faith and worship Super Dragon but you have bad luck? How do we explain this? Perhaps you have done things that Super Dragon did not like. Perhaps your faith was not strong enough and your prayers were not sincere enough. Or perhaps Super Dragon has good reasons why it decided not to give you good luck. Super Dragon is supernatural. We can not hope to understand the mind of Super Dragon. There, see how easy it is to invent a new religion and to explain random events in terms of that religion.

When our prayers to the supernatural are not answered, we should conclude this is because the supernatural does not exist. If something

doesn't exist, it can't answer your prayers. However, most people seek some other explanation, such as they don't deserve to get what they pray for or the supernatural must have some reason for not answering their prayers. Why do you think that "God helps those who help themselves"? It is because there is no God to help you. You'd better help yourself, because you are on your own. There's no supernatural being looking after you.

People who are religious want to think that their messiah has done something extraordinary and remarkable which lies outside natural events. For example the messiah may have performed miracles, like healing the sick and raising the dead. Supposedly this proves their messiah has the blessing or power of the supernatural on their side. However, human societies all around the world have produced thousands and thousands of messiahs, many of whom have healed the sick and raised the dead. It is a common phenomenon. A messiah is a charismatic shaman. We should remember that the primary task of a shaman or religious leader in a pre-scientific society is healing the sick. If a new messiah appears on the scene and is unable to heal the sick as well as the existing shamans can, then the new messiah would be rejected. The new messiah would be seen as having an inferior ability to communicate with and utilize the supernatural. A new messiah has to show he is at least as capable of working with the supernatural as existing shamans are, if he wants to win supporters. Our religions today worship messiahs who lived in pre-scientific societies. In a pre-scientific society, a person who is unconscious or in a coma is often considered dead. Even in modern hospitals patients who are in a coma are sometimes pronounced dead and later recover. If the person recovers from a coma in a pre-scientific society, the person is considered to have returned from the dead. If the person recovers while under the care of a shaman or messiah, then that shaman or messiah has raised the dead. Similarly, if a person is sick and under the care of a shaman or messiah and that person gets well, the shaman or messiah is given credit for healing the sick by supernatural means. However, people who are sick frequently get well, whether or not they are treated by a doctor or a shaman.

Each society defines what is a supernatural event and what is a miracle. A society can define winning a battle as being aided by the supernatural. It can define misfortunes experienced by its enemies as punishment by the supernatural. It can define anything it wants to as a supernatural event. If we defined having a dream or having a conscious thought as a communication with the supernatural, then we would believe that everyone was communicating with the supernatural on a regular basis.

I honestly think people who are religious are intellectually flawed or deficient. #4621

People may also distrust another's models.

My wife has just gone through a series of acupuncture treatments. She believes this has greatly helped her with her allergies, but I have my doubts. Now she wants me to go get the treatments, because I have various allergies too. But I don't believe acupuncture has anything to do with allergies, so I refuse to go. #4622

Theoretically within the Catholic Church "having a Mass said" for a deceased friend or relative is a sign of love and respect for the departed soul. It is viewed as buying the deceased person time out of purgatory and smoothing their way to heaven. In reality, many Catholics treat it as little more than an obligation. For some it has become a routine. You go to the funeral home, pay your respects to the relatives, sign the guest book, and pay your three or five dollars or so for a Mass for the deceased. From the family's point of view, the more Masses that people pay for, the more esteem the community has for their relative. Possibly fifty percent of the families who attend a wake will pay for a Mass. "A few Masses" are ten or less, "a lot of Masses" are seventy-five or more, and more than a hundred are quite something. The idea is when you pay for a Mass a separate Mass is said for that person, and that person only.

People often wonder just where their Mass and the accompanying dollars actually end up. Some Catholics believe that a lot of priests take the whole matter of Masses for the dead far too lightly. Some even suspect that certain priests don't bother to say the Masses that have been paid for. "They just bang the cards for the Masses into an envelope and send them off to some mission somewhere. I guess the mission fathers can use the money. But I think that if a person lives his whole life in a parish, he ought to be able to have his Masses said there. Wouldn't hurt the priests a bit. In fact, it would suit them a lot better than running around the country to meetings and the like. That's a lot of what's wrong with the church, you know." All sorts of questions can be raised. "Are the cards for the Masses actually sent to the missions?" "How much of the money that is paid for the Masses is being sent to the missions?" "What do the missions actually do about the Masses?" "What happens to all the Masses that people in the missions pay to have said?" "Do the mission priests tell their parishioners they send their Masses to be said in the churches in Canada?" "What percentage of the Masses that people

pay for are actually said?" "Are there enough priests in the world to say all the Masses that people pay for?" "How many requests for Masses are thrown in the trash?" and "How much money does the Catholic Church make from the Masses people pay for?" Although some may raise such questions within their own minds, and may even voice them within their family, they are unlikely to mention them outside the family, because the Protestants might delight in hearing them and spread them around at the expense of the Catholics.

Some people are very proud of the fact that they are not afraid to ask the priest exactly when and where a Mass will be held for the deceased. "I mean, I might take a drive up to it. So I just asked him when it would be said. He sort of hummed and hawed over it, but I didn't care. I figure I have a right to know." This query might receive a reply in the case of a Mass which is offered on the anniversary of a person's death. However, when it comes to the large number of Masses that are paid for at the time of a funeral, the person is unlikely to receive a proper reply. People just have to accept the word of the priest that the Masses are actually said, somewhere, sometime. #4623

People feel compelled to try to "correct" others by trying to get them to adopt their models. They attempt to persuade others that their own models are superior.

I went to an evening get-together at the International Tea House. People who have immigrated to Canada from various countries attend and bring their entire family. Ethnic food is sold, and various performers dress up in ethnic clothing, and provide entertainment through songs, dances, or music from their country of origin. People are interested in the performances, but for many the primary reason they go is to socialize with people from their geographical area who speak the same language. At the last get-together, a woman was in the middle of the room video taping performers who were standing on a small stage. The place was packed and many families and friends were talking together at tables behind her. The woman kept turning around to give the people dirty looks for talking during the performances. #4624

When I started learning to do the Australian crawl in the swimming pool, I bent my wrists at a right angle. It didn't look right to other people, and a number of strangers tried to correct me. Dad said I was doing the Egyptian crawl. #4625

My wife explained to me why a single friend of ours jogs to get rid of his extra weight. "Single people don't have anyone to look good for, so they don't care about their weight and appearance. Married people take better care of themselves to please their mate." I disagreed with my wife, and said, "I think the exact opposite. You find singles working out in the health clubs because they are concerned with looking as good as possible so they can attract someone. Married people neglect their weight and appearance because they already have a mate." #4626

People want others to discard the models they hold and adopt their own instead. People believe their models are right, and therefore conflicting models must be wrong. Even if they hold a model that everyone else disagrees with, they expect the person they present their model to to adopt it, and are bothered when they do not. They assume that because their personal models work for them, they should work for everyone else too. People often believe they are helping the other person if they can get the other person to adopt their models.

When I tell Mom I've met a boy, she always asks, "Is he Catholic?" and "Does he go to church?" When I reply, "Yes," she says, "Good!" But when I reply, "No," she jokingly says, "You convert him." #4627

Teenagers hold teenage beliefs of how the world works. They get a lot of these beliefs from movies and TV programs and from their friends. Many of these are very naïve. For example, they believe a) if you want to be successful, you will be, b) the good guys always win against insurmountable odds, and c) nothing bad will ever happen to them. Adults have learned that the world is more difficult, competitive, dangerous, and unfair than teenagers believe. Adults want to share their understanding with their children, who think this doesn't apply to them. #4628

I asked Dad to please come with us when we went to buy shoes. I told him, "You know what Mom is like. She'll want me to buy the shoes she likes, not what I like." I reminded Dad what Mom had said last night when I told her I needed to get my hair cut. She thinks the way I wear my hair is old-fashioned, and she said she won't pay for a haircut unless I get a new style and go to her hairdresser.

Even though I asked Dad to please come with us to help pick shoes for me, he refused. He said that Mom gets too upset if she thinks I'm

following his advice instead of hers. The last time Mom thought I was listening to Dad instead of her, she ripped the clothes I was wearing. All I did was say that since both of them agreed about what I should do, it was probably good advice. But Mom took it to mean I wasn't accepting her advice unless Dad agreed too.

Anyway, Mom went with me to buy shoes and Dad didn't. I found a pair I liked, but Mom found a pair she liked very much more. The pair I picked was more conservative and more *me*, but she fell in love with this trendy pair. They aren't what I would have picked, but I went along with what she wanted and got them. Then when we got home, Mom tried out my new shoes and found she couldn't bend her ankles or go up and down stairs. I didn't find it a problem, but Mom did. So she decided the shoes weren't practical and started pressuring me to return them to the store. #4629

People often feel that it is in the best interest of everyone if the other person adopts their model.

When a group of us started to smoke grass, one of our friends wouldn't participate. We told her to grow up and stop acting like a baby, and other things too. We liked her and wanted her to remain one of us, so we all put pressure on her. But we often made plans to do things without her, until she started to smoke too. #4630

People differ in the degree to which they try to control others and get others to adopt their models. Some individuals are relatively comfortable with the fact other people have their own models which differ from their own.

As long as I can do things my way, I don't have any trouble with other people doing things their way. Even though I disagree with many other people, I have to respect them and accept that they are happy doing things the way they want to. #4631

However, many people want to control others. Often they want others to do things their way and are intolerant of other people's desires and opinions. One frequently sees parents control children, a husband or wife control their spouse, a teacher control her students, and a boss control his workers.

Some of the worst patrons at the movie theater are mothers who host a birthday party. In my eyes the movie experience is supposed to be enjoyable. Why bother buying popcorn for your child if you won't let the child decide whether or not to get butter on it or to order the kind of pop he or she likes? It is an easy task to seat ten children and then ask them what they want to eat and drink. We have a simple system where we even bring it to the kids so they don't have to spill it all over the place getting it there. More often than not a controlling mother will prevent this by ordering for everyone while they are in the lobby. The result is a constant whine from dissatisfied children. Moreover, each child is forced to carry their own tray, which produces unnecessary spills. The mother may even blame the theater for not providing a better system. #4632

Some people become recognized as having a personality that is exceptionally controlling, and for wanting to totally control others. As a result they often alienate others.

Some people can not abide the things they can not control. When they encounter them, they try to exert more control. #4633

My fiancée broke up with me because I'm too controlling. She told me, "You're a control freak." #4634

My brother and I fight over the remote control for the TV set. Sometimes we both dive for the couch at the same time to grab the remote first. Unfortunately, Dave is older and bigger than I am and he always gets the remote. I do not give up without a fight, but we end up watching the programs of his choice. He loves any kind of sports and flicks around the various channels. As a result I spend Sunday after Sunday watching hockey, golf, and football all within a few minutes. He likes to change the channel at a very inconvenient time just to bother me. So I don't know if the golfer birdied his putt on the eighteenth hole, or if the football team fumbled the ball and the other side broke the tie. It does me no good to complain because Dave tells me to catch the highlights on the evening news. Whenever my brother leaves the room to get something to eat or drink, go to the washroom, or even answer a telephone call, he takes the remote control with him. But before he leaves the room he changes the channel to one that gives information how to operate your television, which no one wants to see. At the moment there is a cease fire between

us because the remote control is at the repair shop. This doesn't surprise me, because of all the constant flipping between channels that the remote has been put through. My brother now spends his extra time aggravating me by pulling on the telephone cord while I am on the phone. #4635

The boss where I work wants everyone to recognize that he is in control. He is a nice guy, but he does as little work as he can. Often he sits in front of his computer in order to look like he is working, but simply surfs the Internet. The office manager makes fun of the boss by asking if he actually plans on doing any work that day. Most of the time he replies, "Hey, I'm the one who gives you your paycheck, so don't worry about it." One day a customer arranged to rent a vehicle from us which we were supposed to deliver to her place of work at five o'clock. At a quarter before five the secretary told the boss to hurry up and finish what he was doing so they would not be late. (The boss had to follow in a second vehicle to give the secretary a ride back after she dropped off the vehicle.) The boss told her, "Hey, I'm the boss and I can make you stay here until six o'clock if I feel like it." He continued to surf the Internet for another twenty minutes just to make her late for the delivery. I have seen many disputes like this between the secretary and the boss. Usually the secretary gives the boss a piece of her mind and calls him an "asshole" or "fat ass." This time she simply stepped outside for a cigarette and waited for him to finish what he was doing. Most of the employees criticize the boss. They say, "He can be such a prick. Why does he do stuff like that?" and "Ahhh, he's just trying to flex his muscle. He knows we really run the show around here." #4636

Unfortunately the majority of coaches are loud-mouthed, frustrated ex-athletes who have only limited knowledge of the game and do not know how to motivate players. They do not make potential athletes feel good about their abilities. Often those youngsters who do not have the ideal physical characteristics, but could develop into fine athletes, are eliminated too early. Many coaches use criticism, sarcasm, and punishment to motivate an individual or a team. I decided to watch a hockey team of eight and nine year olds at practice. I sat in the stands, and within ten minutes I was appalled at the coach's behavior. He yelled and screamed at the kids, who really didn't know why. This coach was a tangle of hand and arm gestures and definitely didn't know what he was talking about. He began teaching the goaltender to get on his knees and stretch his stick out in front of him. Being a goaltender myself, and playing Junior hockey, I couldn't believe what he was doing. But I kept

my cool and went down to the ice and asked the coach where he had learned to teach goaltending this way. His reply was "Fuck off, asshole! What business is it of yours?" He skated off and resumed yelling at the youngsters, who were confused and bewildered. #4637

My sister and her family live in Europe. Her husband is intolerable. He succeeds in controlling every aspect of the lives of my sister and their children. My sister works as a house slave, and spends all her time cooking, cleaning, washing, and ironing. Her husband checks every bill and interrogates her over every purchase she makes and every penny she spends. He wants to know where she is every minute of the day. When he is at work he calls her at home to check up on her. If she isn't home he wants to know exactly where she was. He is a successful professional who makes a very good salary, but he doesn't give her a penny of her own to spend. He checks all the phone bills and wants to know "Who did you talk to?" and "What did you talk about?" He asks, "Why did you talk so long?" even when she calls their children. He checks every site she visits on the Internet and wants to know why she went there. He also goes through her purse. He makes every decision concerning her and gives her no money to use at her own discretion. After more than 30 years of marriage she has not been able to put aside a single dollar of her own. She is penniless. If she wanted to ride a bus she would have to get money from her husband, and he would have to approve of the trip before he gave her the fare. When she shops he stands there, watches her, and says, "Hurry up," and "Are you finished?" As a result she can't find anything nice to wear and all her clothes are plain and unattractive. He has punished my sister by locking her outside the house in the backyard for several hours. When my sister wanted to get some education, her husband said no. When our father was dying, she wanted to travel to the United States to see him, but her husband wouldn't let her. My sister was quite upset over this and told him, "If my mother gets very sick, I'm definitely going to go see her." "That depends," said her husband. Her husband traveled halfway around the world to see his own father when he was on his deathbed. My sister has tried to leave her husband, but had no money and was forced to return home. She continues to make plans to leave. He promised he would change if she stayed with him. However, he doesn't change at all. If she does exactly what he wants, he can be as sweet as honey. But if she does anything that isn't exactly what he wants, he is on her case. She has zero independence. As for their children, he has constantly made demands, nagged, and controlled them. He has insisted on working with them on their homework. When

he does so he yells, screams, strikes the table, and hits them on the head if they have difficulties. They fear him. When his wife and children think about him they become very nervous. When they hear him at the door returning from work his wife and children start to shake with anxiety and the family cat sometimes runs and hides. After one of his daughters left home, he would not allow her to get a government bursary as an independent individual so she could go to university, because he wanted to continue to claim her as a dependent on his income tax forms. He told his daughter that if she applied for government assistance he would take it out on her mother (his wife). Therefore his daughter did not apply for government aid and had to go seriously into debt. Now that the children are leaving home to go to university and get married, they want nothing to do with him. One of his daughters says, "He sent me an e-mail recently. When I saw it was from him, I felt like my heart had stopped. It made me so nervous." Even after they no longer live at home, his children continue to have nightmares of him hurting them. His children say they hate him, and they want their mother to leave him. #4638

After people have explained their models to others, they are often surprised that others do not adopt them. They often become impatient with and critical of others who do not adopt their models. When they encounter a conflict, people frequently spend a considerable amount of time thinking of arguments to persuade the other person of the fallacies of the other person's model and the superiority of their own. Because the difference continues to bother them, it is difficult for people to refrain from saying something about the other person's model. Numerous disagreements and arguments occur between people when they attempt to get each other to see things their way and act accordingly.

Every time we play a game, he's a stickler for the rules. I think it's really stupid of him. The game is just for fun, and not worth fighting for. There have to be some rules, but he takes it to the extreme. #4639

I fought with my parents over dances more times than I care to remember. My father wasn't allowed to go to dances when he was young, so he thought I shouldn't be allowed to either. Wait until you hear his reason. He thought dances, the music, and the dim lights encouraged sex and drinking. It made me so mad. We fought about this every time there was a school dance. #4640

Scientific disputes often resemble cat fights with each side claiming they are totally right and the others totally wrong. The scientists involved try to discredit each other and can get quite personal. #4641

Even though people frequently alter and switch models as they get more information, and constantly change their objectives and courses of action, this does not reduce their conviction that their current models are superior to those of other people. Various tactics that people use to try to change others are described above in the section in this volume on "Tactics employed with others."

People are much more interested in talking about and convincing others to adopt their own models, than they are in hearing about and adopting other people's models.

When my children tell me about something that has happened, I point out what they can learn from it and I give them advice. But usually they could care less what I say. They get impatient and want to leave or want me to stop talking. This makes me so mad I start yelling and tell them I'm not going to give them any more money. #4642

People show little interest in becoming familiar with other people's models, except when they want positive reactions or other resources from them. However, even when people are aware of differences between their models, conflicts may not occur. For example, a person may want to avoid conflicts with the other party, or not be interested in or knowledgeable about the topic.

Sometimes I'll be walking on a sidewalk and see a bicycle approaching. I know the person on the bike should be on the street, not the sidewalk, because if the bike hits a pedestrian it can cause all kinds of injuries. But I step aside and don't say anything. I don't need more conflict in my life. #4643

The best advice my father ever gave me was in regard to women. He said, "Love them. Don't try to understand them." #4644

When my wife got up this morning she said, "My lower back hurts because I ate so much at dinner and then went right to bed." I asked what eating has to do with the back, and she explained, "It's because my lower

back is just the other side of my stomach. The stomach has to work hard to digest the food, and it's hard on the back too." I think this is a foolish notion, but why argue with her about it? I don't think she'd change her mind anyway. #4645

I never get excited about an argument on politics. I don't care about the subject. It's probably because I don't have one sweet clue what is going on. #4646

Individuals frequently adopt new models, discard models they have been using, and alter the models they continue to use. However, the other individuals they are associated with may not want to make these changes. This can create dissatisfaction and conflict between the individuals

I went to great pains to make a butterscotch pie for my husband. But before he even tried it, he asked, "Did you use Mom's recipe? That's the only recipe that's any good. I hope you didn't decide to start some new queer thing." #4647

I'm so sick of hearing how things are supposed to be done, you wouldn't believe it. Day in and day out, that's the go here. He wants to know why I hung the winter coats in the hall closet. He tells me that they were never put there before, so why start now. It's no use telling him that it just seemed like a good place to store them. #4648

We always opened our Christmas presents on Christmas Eve. Now her and the kids want to wait until Christmas morning. Some new idea, I guess. It makes me mad that they have to change everything all the time. #4649

People place bets with each other to prove their own model is superior to the model of the other person. People use expressions, such as "Would you care to put a wager on that?" "Wanna bet?" "A dollar says you're wrong," and "Put your money where your mouth is."

My daughter, who is sixteen, doesn't like the taste of alcohol and has proclaimed she's never going to drink. Several of us have bet \$10 with her that she'll have a drink before she's 25 years old. Now that we have bets with her, whenever she has a problem, such as a cold, we tell her a good stiff drink is just what she needs. #4650

The belief that one's own models are superior to the models of others encourages people to risk their money.

In the stock market you bet that your understanding of what is happening is superior to that of other people. Who doesn't think that their own estimate of what will happen is superior to everyone else's? People can not resist betting that they are right, even when they continue to lose money. #4651

When later events indicate that a person's model may be correct, it is hard for the person to resist telling others, "I told you so," to drive the point home.

People can find conflicts over models very upsetting, and become quite emotional in presenting their position and attacking the position of the other person. In an argument people question and criticize each other's models, establish themselves as unwavering and unmovable, and cause each other's level of tension to rise.

When I get in an argument, I start getting upset and all red in the face. #4652

Dave and I don't really have disagreements, we have fights. I have such a bad temper, I yell and I scream. If Dave tells me to calm down, I can't stand it. I hate someone telling me to calm down when I'm so mad. #4653

Diane, a friend of mine, started dressing like a punk rocker. The first day of high school the principal took her into his office and told her to change her makeup, hair, and clothes, and start being normal. Diane felt she had a right to dress the way she wanted, and didn't change. A few weeks later the principal stated on TV that he totally disapproved of her appearance. After this announcement all of the students in the school, with the exception of her closest friends, turned against her. She was continually abused verbally. Students chanted, "Go home, punker," and looked for her just so they could say things to her. Students sent her notes asking why she was a punker and why she couldn't be normal, and calling her a slut and threatening her life. Teachers expected her to write weird essays, read weird books, and prefer weird poets and authors. They asked her questions and expected deep, meditative answers, and some picked on her. Diane felt the teachers expected too much and

always seemed disappointed with her work. After the first semester, she dropped out of high school. She says, "It was five months of pure hell, and impossible to continue."

Diane has lost many friends because of the way she presently dresses. People she's known for years now act like they don't know her. When she walks down the street she feels everyone's eyes on her, and she hears them laughing and whispering. One night she and her boyfriend were attacked and badly beaten by four guys. Another time she was walking with her best friend (a female) and someone threw a bottle at them. Her friend was hit and had to get stitches for a cut at the hospital. Since then her boyfriend has been beaten up twice because of her, and her best friend was attacked and beaten by several girls. When Diane tries to hitchhike, people yell, spit, and throw things at her. Once, someone tried to run her over. Diane says she's lost count of the times her life has been threatened. Even her parents are not spared. People have thrown rocks at their house, spray painted their barn, and phoned and threatened their lives. Diane doesn't like to go shopping, because store clerks stare at her non-stop, which makes her very uncomfortable. Once when she went shopping with some friends, a clerk told them if they weren't planning to buy anything, to get the hell out. She says if she goes in a club or restaurant, the atmosphere changes, and she feels like a creature from another world.

When Diane returned to work at the job she'd held the previous summer, her hair was dyed and spiked. Her boss was really upset and told her to get a normal hairdo or quit. Diane quit, and has been looking for a summer job ever since. As soon as employers see her or as soon as she gives them her name over the phone, they tell her the position is already filled. She finally arranged a daily babysitting job, but the father fired her two weeks later. He told her no one in their right mind would dress like that and he didn't want her looking after his kids #4654

Annoyance and anger over the failure of the other person to see or do things one's own way can persist for long periods of time.

My wife and I went out to a fancy restaurant in town, which is largely self-serve. The waitress brings you water and explains the system to you. Then you go up to the counter where they cook the food and you tell the cook what you want. He calls your number when it is ready for you to come get it. The meal cost us \$50, and I tipped the waitress \$7. My wife was quite upset with the amount of money I gave the waitress. That was

months ago, and my wife still goes on about how I threw my money away by tipping too much at a self-serve restaurant. She gets irate when she talks about it. She doesn't want to go back to the restaurant, and I think this is why. #4655

My grandparents had a disagreement a long time ago. My parents don't even know what it was about. But it must have been bad, because they didn't speak to each other for ten years. They wouldn't even say, "Pass the salt," at the dinner table. $^{\#4656}$

When I was fourteen, my older sister got pregnant. She was not married and kept her baby boy. After she had her baby, I looked after him quite a bit for the next two years or so. I'd use a carriage and later a stroller to take him for walks or to town. When I was about sixteen I used to encounter this fellow on a bike quite often. He was a year older than me. I didn't know him, and wasn't interested in getting to know him. Sometimes he would ride alongside me and make remarks. I didn't pay any attention to him. Every time he saw me he would yell something like "Oh, you better go home and collect your baby bonus," or "Did you get your baby allowance yet?" I really didn't understand what he meant.

Shortly after I turned eighteen I was married. My first child, John, was born just before I turned twenty. When John was fourteen he played hockey on the school team. That year he changed a great deal and became moody and rebellious. We couldn't understand it. John did poorly in school that year, and we thought that was what was bothering him. But when we tried to talk to him about it, he just got mad and slammed out of the house. He also used to tie flies for fishermen. It was a hobby he had enjoyed for years, and he was good at it. But now he stopped doing it. The next fall we had to force him to go back to school. During one of our arguments with him, John asked if he was illegitimate. We were surprised by the question. We told him, no, he wasn't illegitimate. Although we didn't realize it at the time, he didn't believe us. Getting him to go back to school, however, proved to be a lost cause, because he dropped out shortly after Christmas.

That summer we discovered what the trouble was. My nephew, my sister's boy, told me he and John had had a talk. My nephew asked John what was making him so rotten and angry all the time, especially to us. John told him that he was illegitimate, but we wouldn't tell him the truth. My nephew said he was crazy. He said that he, the nephew, was the one who was illegitimate, which John had always known, but

that John wasn't. However, John insisted that he was too, and said that the referee at the school hockey games had told him so. The referee said he had seen me with John when he was a baby, before I was married. Well, my nephew convinced John that the referee had it all wrong, and that it was the nephew, not John, that the referee had seen me with.

Can you imagine? You can guess who the referee was. It was the fellow on the bike. I couldn't believe anybody could do such a thing. He had no right to tell any kid a thing like that, even if it was true. And he should have known he was wrong, because there are about five years difference in age between my nephew and my son.

We were very upset and angry when we learned this. Both my husband and my nephew were really mad. They wanted to go to the fellow and have it out with him. But it was too late by a year and a half to do any good. The damage had already been done. We never expected John to go to university, but we did think he might finish most of high school and go to vocational school and learn a trade. But today John has no trade. He just works at whatever type of job he can get. I blame that fellow for the harm he did to John. #4657

My grandmother had a heart attack two years ago. She was clinically dead for five minutes. She says it was the most peaceful five minutes she has ever had and all her worries disappeared. She was walking down a long, dark tunnel which had a very bright light at the end of it. As she got closer she could hear the voices of her friends, who had died a long time ago, calling her. Then my mother started giving my grandmother a heart massage and brought her back to life. My grandmother has never forgiven my mother for bringing her back to life. #4658

People use the means they have at their disposal in their efforts to establish consistency. However, most people do show certain restraints. Thus they learn that "It is bad to nag," "You shouldn't strike your kids," and "You shouldn't hit your spouse." Certain people, however, become recognized for the extremes they go to to get others to accept their models.

A previous boyfriend of mine would do whatever he had to to get his own way. If staff in stores had sold out of a sales item he wanted, he would throw a temper tantrum and yell and threaten to sue them "until their ears bleed." They would sell him whatever he wanted at discount to get him out of the store. When he took a ferry boat, he would ignore

directions from staff who pointed to a specific lane to drive his car into. Instead he would take the lane that would leave the boat first. When staff approached his car to ask what he was doing, he would curse them until they left. I once saw him have a fistfight with someone who took a parking place he wanted. It's possible that when he was a child, his parents let him have whatever he wanted every time he threw a temper tantrum. #4659

One of the people where I work is a real prima donna. He insists that everyone do what he wants, and refuses to compromise. When someone doesn't agree with him, he brands them an enemy, won't have anything to do with them, and lets it be known he is preparing a file to get the person fired. He will not meet with people to try to reach a common understanding. Also, when others don't do what he wants, he refuses to perform his administrative duties. He's your classic spoiled brat. #4660

Some political leaders are notorious for their use of imprisonment, torture, and murder to deal with critics and opponents.

Often people who are being pressured to change their models become just as upset as do the people who are trying to get them to change. They already have their own models and are often busy executing them. They are normally just as attached to their own models, as are the people who want them to change. Another person's models may interfere with and even prevent them from executing their own models. Even if people hold the same model that others do, they may differ as to when they want to execute it.

My exercise bike isn't working, and my wife wants me to get it fixed. I want to get it fixed too, but just not right now. I'll have to hunt for the receipts and haul the bike back to the store where I bought it. So I'm feeling lots of pressure. She wants me to deal with it now, and I don't want to deal with it now. I want to wait until I feel like dealing with it. #4661

People like to have as much control as possible over their own behavior.

In my family, when it comes to housework or yard work we children decide what we prefer to do. When there are disagreements or someone is uncooperative, we'll gang up on each other, try to get a parent to take our side, or make threats, such as "I'll remember this when you want

me to do something for you." If the arguments aren't getting anywhere, Dad will step in and tell us who will do what. The possibility of this happening is normally enough of a threat to get us to work out things among ourselves. #4662

People's models are one of their primary resources. When people protect their models, they are protecting their resources. They experience attacks on their models as attacks on themselves, and try to defend their models as they would themselves. They also resist attempts to get them to change their priorities. People seldom ask, "Why is this person pressuring me to do this?" They almost never view efforts to get them to change as attempts to help them. Instead they experience this pressure as interference and being hassled. As a result they dislike it and struggle against it.

Mom, I don't like that kind of skin cream. Don't buy it for me. What's wrong with me choosing my own? I'm the one who has to wear it. #4663

Because of so much marriage breakdown and failure, the Catholic Church has become increasingly active in trying to find ways to solve problems before a marriage falls apart. Therefore the Catholic Church has sponsored a number of programs to help people solve their marriage problems. The best known of these programs are "Marriage Encounter" and "Retrouvaille." Apparently both of these programs have been quite successful. Couples who have participated are usually quite enthusiastic about the programs and many couples have achieved very positive results. However, relatively few Island Catholics have participated. By far the majority of Prince Edward Islanders think of marriage problems as extremely personal and very few would consider marriage counseling a legitimate alternative.

In order to promote one or another of these programs to help marriages, couples who have participated in the programs give presentations describing their experiences. This often enrages those who have no desire to participate. They do not enjoy hearing how a counseling group helped a specific couple. They especially do not like any suggestion that such a group might help them. Many find these presentations threatening or even offensive. "If I have trouble getting along with my wife, I don't need to go to some foolish group in town or at some center in the arsehole of Rustico. There's a bunch of people who are into that line of stuff, but I'm not. I'm not quite that foolish yet."

Some people react against the couple who are promoting the group experience. "Well sir, those groups must be quite the remedy. Did you see Arnold and Edna up there last Sunday in church telling about it? Jesus, it would turn your stomach. And to think when we were there last fall digging potatoes, they'd barely even speak to each other. My God, you know it's awful what people will do to shove themselves into the open." "Well, I guess if any of us are having any trouble around home we should just get a hold of John and Phyllis. That should fix a person up alright. Just call them, they know all about how to solve marriage problems, or so it seems. Imagine. As if they know what they're talking about. I'd say this right to the priest too, if I got the chance. Shoving them two out to talk about their experiences. Well, my God. You'd really think to hear them that they actually know something about what they're talking about. It's pretty sad, you know, when a person goes to church and has to listen to the likes of that."

These reactions are very typical of what I've heard expressed in my own community. Rarely does anyone ever speak up and defend the programs or the people who gave the presentations. Indeed, in most cases people have much more tolerance for the programs than they do for the couples making the presentations. People seem to interpret a couple's willingness to talk about their experiences as a form of acting big and as suggesting that "they're some kind of counselor or doctor or something." I've often heard these "presenting couples" emphasize that they have no experience in marriage counseling. But in the end the same scathing comments are made. "Well, I don't care what they said. What the hell were they doing up talking, if they don't think they know more than the rest of us? Oh, just trying to shove themselves in." #4664

People are quite sensitive to attempts by others to get them to change their models. Once they recognize that another person wants them to change, the slightest mention by the other person of anything associated with this change will set off mental alarms that their model is under attack again.

Executing someone else's models can be difficult and punishing, especially if they contradict one's own models. Whether or not they contradict one's models, they use up time and energy that one could better use pursuing one's own models. People are always concerned with conserving time and energy. They do not want to do what someone else wants them to do unless there is a good reason to do so, such as gaining

positive reactions or avoiding the loss of resources. They recognize immediately when the changes advocated by others will make life harder for them

After the school year is over and students have vacated the dorms, the university hires students as maids to make the rooms presentable and keep them so. The university rents the rooms during the summer months to people attending conferences and to tour groups. Maids are expected to make beds, dust, sweep, vacuum, mop, wax floors, and clean sinks and toilets.

There is a conflict between what management wants and what the maids want. Management wants to get as much work as possible from the maids and have them work as few shifts as possible. When the students vacate the dorms, maids are told, "It's gonna be the worst two weeks of your life, because the rooms are filthy as hell!" Are they ever right. But then management expects you to continue working at the same breakneck speed during the remainder of the summer. On one occasion the eight of us were given 47 apartments to clean in one day. We would frequently be criticized for not cleaning enough rooms, and were told numerous times, "You people can easily be replaced, you know." As they say, "Shit runs downhill!" At the same time, it was clear that if we worked too fast, all the work would get done and we'd be assigned fewer shifts. When you worked too fast you were likely to be laid off for awhile and would lose \$80 or more a day. We all wanted to work as many shifts as possible in order to save money for our next school year. The eight of us felt a lot of friendship and solidarity with each other, so we all pulled together to try to make sure the work wasn't done too fast. We always got the job done, but sometimes our supervisor reported us for working too slowly. This conflict between what management wants versus what the maids want occurs every year. #4665

University administrators love to saddle departments with time-consuming tasks. It's easy to invent things for others to do; you don't have to do them yourself. For example, every department may be expected to do an annual report or a yearly review. Many hours must be spent gathering information, tabulating it, and discussing and writing the final report. Most faculty hate wasting their time with this meaningless garbage. The purpose of these reports is to make the department and the administrators look good, but no one has the time to read them. Moreover, this kind of make-work interferes seriously with the time faculty need to dedicate to their teaching and research. #4666

People are much more aware that others are exerting pressure on them, than they are that they are exerting pressure on others.

People often feel frustrated by their failure to persuade others to adopt their models. Often they decide it is useless to continue to try to change the other person. They recognize their effort is wasted, and know their time and energy is better spent in other ways.

Normally I don't mind a good argument. But I mean you can't even talk to Ted. It's impossible. He's always right, no matter what. He won't even listen to your point of view. You can talk until you are blue in the face, and it won't do any good. Now I don't even bother to try. #4667

I used to try a lot of different things in my cooking, but it was no use. If it was even a bit different from what his mother made and what he was used to, he wouldn't even look at it. #4668

I guess I try to avoid disagreements, arguments, and fights. If I don't agree with something, I try to change it. But it's useless arguing with someone about it. Life's too short. #4669

When people decide it is wasted effort to continue trying to change another person's model(s), they sometimes say, "It's his life. He can do what he wants with it," "He's made his own bed. Now he has to sleep in it," and "It takes all kinds (of people to make up the world)."

Differences between models are the primary source of conflict within relationships, families, groups, organizations, and communities. Within the family, for example, there is a constant onslaught of pressure. Spouses try to get each other to do things their way, parents try to get their children to do what they tell them, children try to get their parents to let them have and do the things they want, and children struggle with each other to get their own way.

This morning I was standing in front of the mirror shaving. My wife asked, "Why don't you turn on the light?" and she turned it on. "I don't need it," I said. "Yes, you do. You can't see." #4670

My brother and I have never been able to please Dad. He always notices every little thing we do and makes a big thing of it. $^{\#4671}$

Children are so irritating. They leave the top off the toothpaste, don't refill the water container or replace the roll of toilet paper, leave their clothes lying everywhere, and don't wash the cat food dish before they fill it. They don't do their chores, such as clean the bathroom or wash the dishes, unless you make them. And when they do them, they're sloppy. They forget to sweep the bathroom floor or to clean the top of the stove and the kitchen counter. You're always after them to do what they're supposed to or to do a better job. #4672

At home in the morning we all run around like chickens with our heads cut off. It's impossible to get through the morning without a fight, usually over who gets to use the bathroom or the car. In the evening, the TV is the trouble spot. We all have different tastes and want to watch different programs. #4673

One couple got into a spat in church on Good Friday. As the family walked up the aisle to their pew, the wife noticed that quite a few men were wearing suits and ties. She said quietly to her husband, "You should have worn a suit and tie." He replied, "You get into that goddamn seat and never mind what I'm wearing." #4674

I couldn't believe it. There my family was, going at each other during my grandfather's wake. #4675

Parents want their children to adopt their models, which they believe are in the children's best interest, and they think their children will eventually recognize this. In addition to adopting the models of their parents, children formulate their own models, and adopt those of their peers, teachers, and the mass media, which often differ from those of their parents. Parents feel they have a right to be in charge and get upset when their children try to correct the parents' behavior. Parents take the approach that "As long as you live in my house, you'll do what I say. When you have your own place, you can do what you like."

Ever so often my teenage daughter gets on a high horse and starts telling me and her mother what to do. She gets bossy and tries to run things. We find it upsetting and have to remind her she's not in charge. #4676

When children become older they are eager to move out to escape pressure from their parents and to live as they want to, i.e., in accordance with their own models.

I got a summer job in my hometown, and I sublet my apartment and moved back home to live with my parents for the summer. But my parents are driving me crazy, and I can't wait to move back to my apartment again. When I'm at home with them I have to make my bed and straighten my room before I leave each morning. When I'm in my apartment, I don't make my bed, and I leave my things everywhere so I can find them. Now when I come home after work I have to wash the dishes. But I don't have to wash the dishes in my apartment. I'll be so glad to get back to my own place again. #4677

When I was in high school, one night my parents were out and my brother and I had some friends over for a few beer. We got quite drunk and invited some girls over. Then my parents came home early. There were spilled beer bottles, my friends were lying around passed out, the house smelled of vomit, and I was in bed with a girl. My parents are old-fashioned and were shocked and furious. My father lost his temper and my brother had to break up a fight between us. I can't believe my parents got so angry. I'm sure they did things like that when they were my age. That was several years ago, and my father and I have just started to become close again. We talk about what happened occasionally, but I think there will always be some hard feelings. #4678

My dad is Catholic and my mom Protestant. After Mom's father died she became quite depressed and vulnerable. When the Jehovah's Witnesses came to our door, they talked Mom into studying with them. Soon she was trying to convert the rest of us, and I listened to her and believed what she said. At the time I played football and was one of the best quarterbacks in the province. Mom convinced me that violence was bad and I quit football, a decision I'll always regret. Dad said he didn't want anything to do with this new religion; he just wanted the endless preaching to stop. My parents got angry with each other, and many times they were close to separation. Mom badly wanted me to join her in studying religion, and refused to let me go to any other church. She put pressure on me and got angry with me for resisting. I realized religion was tearing my family apart and decided I wanted nothing to do with the Jehovah's Witnesses. To keep the peace, I just kept quiet and let her talk. Although I love Mom, I resent her hurting me so much. I hate her for all she's done. I just wish she'd go off and do what she wants, but leave the family alone. My sisters feel the same. I know when I have my own family, we're all going to have one religion. If my wife is Catholic, we'll all be Catholic. If she's Protestant, we'll all be Protestant. I just never want my kids to be confused and hurt like I was. #4679

My father is a self-made man and was brought up on a farm. He has no formal education and is intimidated by the idea of his children going to university. Mom, on the other hand, was raised in a large city, and is obsessed with the idea that her children should get a higher education. Although Mom was not able to pursue her own education, she always tells my sister and me, "You girls simply must go on with your education and get a good career, so you'll never have to rely on any man." When she says this, I know to add "like I have to" to her statement. Mom thought I shouldn't get involved with anyone until I'd finished my university education. She often said, "There's time enough for that afterwards." She'd often talk about me to the neighbors, and tell them, "Joanne isn't going to be like the rest of the girls around here. She isn't going to get married and have children. She's going to have a career and accomplish something."

Then I met Derek at university. He's a premed student who works long hours and has a great average. He's very serious and it takes some time for him to relax with others. Mom was nice to Derek at first. But then she started to get a bit nervous when she saw our relationship was growing. She told me, "I'm glad you and Derek are friends. But don't allow it to be more than that. There's your education, and you know that's much more important." Dad wasn't impressed that Derek didn't know anything about a farm or how to use a chainsaw. He disapproved of Derek's desire to go to medical school. He kept saying, "Are his books going to keep a roof over your head?" When summer came, Derek and I broke up because neither of us was ready for a commitment. Mom blamed Derek, and told me, "You don't need him anyway. I knew he was bad news. He'd only have interfered with your career."

But the next school year when Derek and I saw each other again, we realized how good we were together and that a commitment wouldn't involve many concessions. When I told Mom that Derek and I had resolved our differences, she was less than pleased. She told me, "He'll hurt you again, Joanne. Men care only about themselves. He's no good for you and he'll stop you from having a career. I only want what's best for you. You know that, don't you?" Time and again, Mom and Dad said, "He's not right for you. He's not good enough." I was getting pretty upset over their deciding what was best for me. I kept trying to convince them that Derek was really sincere and lots of fun to be with, but they wouldn't give an inch. "You'll find out," Mom said. Once I got in a really big argument with them, and screamed, "You're both unfair. You

don't even know him, or care if I'm happy. You both want me to live my life your way, and I won't."

During summer vacation Derek came to see me a lot. My parents were courteous to him, but he was aware of the tension and didn't try to open up to them. One day when Derek was there, Mom stormed down the stairs and screamed, "There's only \$350 in your bank account. How are you going to go to university with that?" I tried to explain that I had made several deposits that weren't recorded in my account book. Mom turned to Derek and stated, "I know she spent all her money on you, you leech. If you were any sort of a man, you wouldn't let her do this to herself." Even Dad chimed in, "Joanne has always been irresponsible. She should be out on her own earning a living; not going to university." Afterwards Derek told me to leave them be, but I marched into the kitchen and told my parents, "When I go to school in the fall, I won't be coming back. I'm not going to school for you, Mom; and I'm not going to be a housewife for you, Dad. What I do, I do for myself. You are not going to manipulate me into doing what you want anymore. You can both go to Hell!" Later Derek and I decided Mom used the whole episode to show how displeased she was about Derek. During the following weeks my parents and I didn't speak, and I spent more time at Derek's place.

When my sister came home for her vacation, however, I began spending more time at home and got Derek to come too. Mom tried to turn my sister against Derek from the start. But Derek and my sister liked each other and got along great, which really bothered Mom. Mom walked around the house banging things, glaring at us, and making life miserable for everyone. When she saw this didn't work, she switched to being nice to me and paying no attention to Derek. She'd say things like "Dinner is ready, Joanne," and blatantly ignore Derek. Then one morning she glared at Derek and screamed, "Get out of my house and don't ever come back! You scum!" Derek responded, "You don't ever have to worry about that," and left. I yelled at Mom, "How can you be so ignorant (rude)? I'll never forgive you for what you've just done." Mom faced me and said, "You'll have to make a choice, Joanne. Between a family that loves you, and that dirt who'll hurt you time and time again." I didn't say a word. I just packed my clothes and stayed at Derek's place until we had to leave for university.

It really hurt me a lot to give up my relationship with my parents. But I think it was the right choice. I got a letter from Mom a few days ago, saying that she and Dad both love me and hope one day I'll realize they're right. Ha! $^{\#4680}$

The more time people spend together and the better they get to know each other, the more they become aware of the similarities and differences between their models.

Often the desire to change other people's models is counterbalanced by the desire to maintain a good relationship with them. The more pressure one puts on a person to change their model(s), the more one weakens one's relationship with that person. The less pressure one puts on a person to change their model(s), the better one maintains one's relationship with that person. When people put pressure on someone to change their models, often they do not realize they are hurting the relationship. When they see signs that they are alienating the other person, they are sometimes willing to reduce their pressures to change. When one weakens a relationship with another person, one is less likely to get positive reactions and other resources from that person. Instead, one is more likely to receive negative reactions, such as criticism and rejection.

People frequently dislike what others do and believe, and may even dislike the people themselves, but hide their dislike in order to maintain cordial relations with them.

Most people do things we disagree with or dislike. But if we made a fuss over every difference, no one would have anything to do with us. You just have to ignore it and trust that the things you agree over will outweigh the things you disagree over. #4681

When you operate a business you have to maintain good relations with your customers. The only way you can make a living is through repeat business from satisfied customers. Therefore you can not alienate your customers, even when you disagree with what they say and do. You often have to listen to them and nod appreciatively, even if you think they are as crazy as a loon. Many customers do things you disapprove of with the products that you sell. If you operate a liquor store, you sell liquor to people who drink and have highway accidents or physically abuse family members; if you operate a candy store, you sell candy to people who are overweight or don't take proper care of their teeth; if you operate a grocery, you sell many items which are unhealthy to eat; and if you operate a convenience store, you sell cigarettes, which are unhealthy, and lottery tickets, which are a waste of money. But if you try to stop your customers from buying these items, they won't come

back, and you'll only hurt yourself. And if you quit selling the items you disapprove of, most people will go elsewhere to shop, and will quit coming to your store. #4682

When friends get together a major part of their conversation is how their jobs are going. Everyone likes to let out their frustrations about their jobs. However, no matter what kind of an asshole your boss is, you can't tell him off. But you can tell your friends what you think of him, and this can make you feel better and not get you fired. #4683

People recognize that their conflicts are upsetting to others around them. Therefore, they sometimes try to hide their disagreements from others.

Me and my husband never argue in front of the children or when they are around, no matter how mad we are. We don't want to upset them. #4684

I was visiting my friend, John, over the weekend when I heard yelling upstairs. I went half way up the stairs to hear what was going on and learned that his family considered me the problem. John's mother was complaining that I was "going to eat us out of house and home." John's father was telling her, "Shut up! And don't be such a bitch." John was arguing on my behalf, and trying to calm his mother down so I wouldn't overhear. And John's younger brother chimed in, "You don't see my friends rooting through the fridge and cupboards. What an asshole!" #4685

When Dad and my brother argue with each other at the dinner table, Mom and I usually look at each other and grimace. Recently Dad told my brother, "You'll turn out to be a bum, because you haven't the brains to be anything else." This time Mom started to cry and so did I. Dad said to my brother, "See what you made your mother do?" Mom told Dad to stop being such a fool and that his stubbornness would drive the family apart. Then she left the room. Dad and my brother didn't argue again for another month. They held their next argument in the barn. #4686

People usually do not realize that their conflicts with others stem from differences between their models. People often assume that someone who does not do things their way does not have a model at all; lacks common

sense; is foolish or naïve; is stupid or narrow-minded; is incapable of change; has no standards; does not really care about anything; is stubborn, lazy, or spoiled; cannot think for himself; or has something wrong with him.

Avoiding Confrontations

People want to get other people to cooperate and comply with their models. At the same time they do not want to have confrontations with them. Confrontations and conflict are unpleasant for everyone involved. People want to avoid confrontations because they cause them to feel bothered, upset, and angry with others, and they cause others to feel bothered, upset, and angry with them. Confrontations are stressful. As a result people often handle others with kid gloves in order to minimize differences with them, and normally do their best to avoid and delay confrontations with them.

People are frequently quite anxious that they may do things which will upset others. People suspect that if they bring the differences between their respective models to the attention of other people, other people are likely to become upset and angry. People associate themselves with their models. When someone criticizes or rejects their models, they feel personally criticized or rejected. In a confrontation, both parties promote their own model and question the other person's model. Therefore confrontations are based on criticism and rejection of each other's models. Criticism and rejection cause people to feel hurt. When hurt, people often feel anger and attack back. When a person is attacked he frequently becomes upset, tries to defend himself, and counterattacks. Confrontations and conflict cause the participants to associate the negative feelings they experience, with the person who is causing them to have the negative feelings. As a result, confrontations and conflict cause people to question the value of their relationship with the other person, and consequently weaken relationships. Therefore people frequently try to avoid confrontations in order to maintain good relations with others.

If you are always arguing, then others won't like you. People want to hang around others who are easy to get along with. #4687

Avoiding confrontations

When my sister gets upset over some cause, I just agree with her. Even if I don't really agree, I'd rather not fight over something so stupid. It's easier to agree with her and not have her mad at me for days. #4688

I'm scared that if I fight too much or keep arguing with my boyfriend, he'll eventually get fed up with me and leave. So I often just let things go and only get into the serious stuff. #4689

During their teen years children venture out of their home environments. They begin to date, stay out late, make friends with those their parents are not personally acquainted with, and in many cases experiment with alcohol, drugs, and/or sex. It is during the teen years that parents become most concerned about their behavior.

Jane is a teenager from a rural community. Jane loves to go out with her friends. She enjoys dances, parties, and many other social events. Jane has a driver's license and is allowed to use her parents' cars. She takes one of their cars when she goes out. Rarely does anyone come to pick her up. This infuriates her mother, because she feels Jane is throwing herself at the boys. "The very least a guy could do is come and pick her up. I know I never drove anywhere to meet a guy, and there were lots who were interested in me. They came to pick me up. I don't know what she thinks. Perhaps we're not good enough to meet these guys." What infuriates Jane's father is that she rarely puts more than a little gasoline into the cars she drives. Often she leaves with plenty of gas, which was purchased by her parents, and returns with practically none. This doesn't seem to bother Jane, who claims there must be some mistake. "We only went to Montague (about nine miles away)." Her mother was not satisfied with such explanations and started keeping track of the mileage. Eventually it was established that Jane had driven to Montague to pick up the gang, then to Georgetown for the dance, then to Charlottetown for food, and afterwards had returned to Montague to unload her friends. When confronted, Jane explained that she had in fact done these things, but she had started out in Montague. Also, although Jane has never really had a curfew, her parents expect her to be home at a reasonable hour. Jane, however, feels this means anytime before dawn. When her mother tries to set time limits, Jane ignores them. On one occasion her mother stated, "If you can't come home at a decent hour, don't bother coming home at all." However, her husband intervened. "Don't go starting a fight over the likes of that. Lots of kids packed a bag and left for less." Because most of Jane's friends live in the Montague area, she often goes there after a dance to spend the night. Her mother

usually drops her off at the friend's house and expects her to return home the next day. Invariably Jane does not return until two days later, and often she does not bother phoning to let her parents know this. As a result her parents become quite concerned about her welfare, particularly during the winter when road conditions are poor. Her parents usually have to call Montague to find out if she is all right. Gradually they have accepted that Jane will be away for two or three days at a time, and that she is where she says she is. This upsets Jane's parents, because they feel Jane cares little about their feelings. Her mother says, "I have no idea where Jane is. Somewhere in Montague, I guess. She doesn't even have the decency to pick up the telephone. So I give up." On one occasion Jane had said she would be staying at her friend's house. But then the friend's mother called Jane's mother to find out if they were at Jane's house. Both families were extremely upset and worried. When it was learned that both girls had gone to a party at a guy's cottage and spent the night there, there was a really bad scene. Both sets of parents came down hard on the girls, demanding better behavior. They warned them, "You'll ruin your own reputations and drag our names through the mud too. Word will get around pretty fast. Everyone will think you two are tramps, and laugh at us because this was all going on right in front of us and we didn't know it. Disgraceful, absolutely disgraceful." The girls took this advice with a grain of salt and told their parents that because they were over eighteen, they could and would do what they liked.

All in all, Jane enjoys immense freedom. Her father refuses to be too strict with her, because he feels so threatened by the prospect of her leaving home. As for Jane, she appears insensitive to her parents and feels little obligation to spend time with them on weekends or holidays. Certainly there are times when tempers flair and emotions get out of hand. But Jane always comes out on top. Her parents continue to be concerned about what Jane is doing to her reputation and to the family name. However, no one is willing to risk a major confrontation which could cause her to leave home permanently. This would seriously damage the family unit, and it would cause an even bigger social scandal. I think Jane's case is typical and today's teenagers have their parents over a barrel. #4690

People often do not want to say anything which might increase the likelihood of confrontation or conflict. They want to avoid any misunderstandings or negative interaction with others. They do not want to identify or establish any differences between themselves and other

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people, or give others the slightest cause to dislike them. Thus they will often avoid disagreeing with someone over the most minor matter, or avoid correcting another in the most trivial way.

I've always agreed and never argued. I agree with everybody; with my husband, my children, whatever it takes to keep the peace and avoid an argument. It just upsets me too much to see anyone fight, and much more to do so myself. #4691

I know this nice couple who don't have my name right. They call me Johnson, but my name is actually Johnston. I don't say anything to them about it, because I don't feel comfortable letting them know they have it wrong. Sooner or later they'll overhear someone else say it right. #4692

Often you and another person will be eating in a restaurant and criticizing the food and service. Then the waitress asks, "Is everything alright?" Invariably one of you says, "Yes, it's fine." Neither of you wants to say anything which might upset the waitress, and then worry afterwards whether you said the right thing. What I'd like to tell the waitress is that the food is too salty, or that I wish she wasn't so unpleasant. But I don't. However, if I go back to the restaurant again, I sit in a section with a different waitress, and when I order I ask that they don't use any salt. #4693

Some people think it is difficult to be in the military. But all you have to know is how to play the game. The game is simple. When an officer tells you what to do, you tell him or her that you will do it right away. When the officer leaves, you go back to doing what you were doing before. A person just has to know when to slack off and when to work. Anyone who has been in the forces knows that if you do not play the game, you can get into big trouble. #4694

Similarly people do not want to disappoint others. They also find it difficult to say no when others ask them to do things, ask them for a contribution, or try to sell them something.

I have a used clothing store and people regularly bring items into the store that they want to sell. Much of what they want to get rid of, there is no market for, and I'd be throwing my money away if I bought it. But

it is hard to tell people you can't buy their things. They often feel I'm rejecting them, not the clothes. No matter how you explain it to them, some of them argue with you and get upset. You can see they take it personally. Whenever I can, I try to buy one or a few of their items I might be able to use. #4695

People will sometimes shirk their responsibilities in order to avoid confrontations

A middle-aged sales manager for this region had a young trainee working for him for the summer. The trainee repeatedly came to work unshaven and wearing white sweat socks, and he kept his shirt collar unbuttoned behind his tie. This was unacceptable for the job and the company's reputation. The manager and his salesmen would talk about how bad his appearance was, but they never said a word to the trainee about it over the entire summer. #4696

Some coaches can't handle telling boys they've been cut from the team during tryouts. One coach gets the boys who are chosen to tell the others they didn't make the grade. Another coach decided he wanted to get rid of a boy and had the other boys vote on whether the boy should stay or not. He had already talked to the other boys and they voted as the coach wanted. #4697

I had a professor who couldn't come out and say that you were doing poorly in his course. Instead, as he talked to you, he would place his grade book in a position where you could easily steal a glance at your grade. $^{\rm #4698}$

People often find it quite difficult to reprimand or fire others. They frequently delay or even avoid doing so.

At the same time, people want other people to comply with their models. Because people do not want to upset others, they often wait until an appropriate moment before they say something which might upset them.

If I disagree with the way my wife is handling the kids, I try to find a time and a way to mention it which won't upset her. I might wait until we are having a pleasant conversation or until we're discussing something else about the kids. #4699

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If I don't like something about a person, I try to wait until the right time to tell them so. I'm certainly not going to mention it in front of others or when they've had a hard or upsetting day. If I don't like a piece of their clothing, I'll wait until they are wearing something I like and tell them it looks a lot better on them. If I don't like their hairstyle, I'll wait until they change it and tell them how much better the new one looks. My boyfriend had bad breath all the time. After the dentist cleaned his teeth, I told him how much better his breath smelled. #4700

People often become involved in confrontations before they realize what is happening. As people deal with others they frequently encounter differences between themselves and others in the way they see and do things. People are bothered by these differences and tend to react when they encounter them. Subsequently, after a confrontation has taken place, people recall their unpleasant feelings and realize they want to avoid further confrontations.

When I have an argument I try to resolve it in a short period of time. I hate the thought of someone being angry with me. #4701

Once disagreement has occurred, people usually do not want to think about the situation or to pursue matters. They often lose heart when they consider raising the issue with the other person again.

A lawyer has settled a case for me out of court. Even though I have already paid the lawyer's fee, the lawyer has kept the settlement paid by the other side for himself. When I brought up the matter, the lawyer treated their settlement as belonging to him. I don't feel this is right, but it is very difficult for me to keep bringing the matter up. I keep putting it off and don't want to think about it or deal with it. It is very stressful for me. If there wasn't so much money involved, I think I would just drop the whole matter. #4702

People are quite allergic to confrontations, and experience emotional barriers when they believe they will have to deal with one. Confrontations are stressful and unpleasant. People experience this tension, or stress, as hurt. People have learned how unpleasant hurt is, and are apprehensive and fearful of experiencing it again. If they can avoid confrontations with another person, they will not have to experience hurt. When people decide

to go ahead and confront another person, they are choosing a course of action in which they are likely to experience hurt. Because most people do not enjoy hurt, they try to avoid confrontations.

People do not shun contact with others if they are unlikely to have a confrontation with them. Therefore they are very willing to socialize or go shopping with friends. However, when people know or suspect that a difference or disagreement will occur with a person, they do not want to face the situation.

I was sitting in the food section of the mall, and noticed a woman I know enter the area. As soon as I saw her, I finished eating my food and left. The woman keeps wanting to get together with me. I'm not interested in her, and it's no fun saying no. #4703

When I'm dating a guy I have to be careful who I take to see my grandparents. They really are very strict. They'll want to know what the guy's father and mother do, and they'll want to know what church his family attends. They are so scared I'm going to marry a Catholic and change my religion. There are some guys I won't take to see them. But if I'm dating a really good Protestant, who comes from a good Protestant background, I'll probably drag him there to see them lots of times. #4704

People are frequently willing to accept a loss of resources in order to avoid confrontations. They may avoid asking for a raise in pay that they want or believe they deserve because they think they may be turned down, or they may decide not to contest a bill they disagree with. People also commonly criticize others behind their backs, rather than to their faces, in order to avoid confrontations with them. The more likely it is that confrontation and disagreement will occur, the more people want to avoid the situation.

A lady kept gossiping about me to my friends and writing my name on the walls in different men's bathrooms. I didn't say anything to her because I knew she would make a scene, and if she thought I was letting it bother me she might act worse. Eventually she got bored and stopped it altogether. #4705

My landlord owns several buildings downtown which have businesses on the ground floor and residential apartments on the upper floors. A few

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of his tenants are a real pain in the neck. They refuse to cooperate and complain constantly. One of them rents an apartment. Often he leaves his windows open in winter which wastes a lot of heat and heating oil. At other times he turns off his heat. As a result the pipes freeze in his apartment. This causes the pipes to crack and water to run down between the walls into the businesses below. The landlord has spoken to him, but he claims he is saving the landlord money for heating oil by turning off his heat. On another occasion this tenant left the water running in his kitchen sink and went to bed. The water flooded his apartment and damaged the businesses below. He is a very difficult, unpleasant person. He frequently gets drunk, swears at the other tenants, and complains constantly about them. He often refuses to let the landlord enter his apartment to try to make repairs. Another of the landlord's tenants operates a business. The landlord asks the owner of this business to give him a cheque for each month's rent in advance. However, this businessman refuses to do so. Therefore the landlord has to go there each month to try to get his money. But when he does so, the businessman gives him a cheque dated several days later. For example, if the landlord gets there on the first of the month, the business owner dates the cheque for the fifth of the month. This means that the landlord has to go back downtown at a later date to deposit the cheque in the bank. Also, this businessman wanted to have different windows placed in the front of his store. The landlord said that because the windows that were there were in good condition, the businessman could change the windows, but would have to do so at his own expense. The businessman had the windows replaced and then subtracted the amount of the expense for replacing the windows from the rent he paid the landlord. This businessman also wanted to get rid of the hardwood floor in his premises. The landlord said the floor was very desirable and that he would not replace it. Subsequently the floor was flooded. Both the landlord and I think the businessman did this intentionally. This damaged the hardwood floor and the businessman had it replaced with the kind of floor he wanted. This businessman also dumps his trash down the basement stairs, which causes a fire and safety hazard. I think this businessman is very manipulative, and will continue to be so in the future. The landlord constantly complains to me and others about all the abuse he puts up with from tenants such as these two. At the same time the landlord tries to be nice and does not raise their rent even a few percent every year, which the landlord is entitled to do. I ask the landlord why he doesn't kick them out. He says if he did, someone worse might move in. It's hard for me to imagine someone worse. Also, most of the landlord's tenants are decent and responsible. Therefore odds

are someone better would move in. I think the landlord just wants to avoid confrontations. He doesn't want to go through the stress of telling someone they have to leave. He would rather take the abuse and swallow the expense than confront his problem tenants. #4706

People often avoid confrontations because they are afraid they will lose various resources

My teacher said something that I thought she shouldn't have said. But if I mention something to her about it, I'll probably get a low mark on my next assignment or something. It's not a good idea to have teachers who don't like you. #4707

I had this horrible manager who kept making inappropriate comments about my hair and my clothes. I never said anything about this to the owner of the business, because I was afraid I'd lose my job and I needed the money. Eventually I went out and found another job. I left them without saying why. #4708

I work in a convenience store. My boss constantly touches me when he talks to me, and he brushes up against me when he passes by. I was a little put out by this, but I assumed he was like this with everyone. Then I realized he only does this with women, which makes me feel very uncomfortable. But I am afraid to say anything to him in case he accuses me of overreacting, or worse, fires me. #4709

When I first started working I had this supervisor who would send me downstairs to get sugar. He would follow me and goose me from behind. He was always after me to sleep with him, especially when I was pregnant. At that time you couldn't complain about sexual harassment, plus no one would believe you. I eventually left. #4710

People do not want to risk confrontations when they may be physically hurt.

I work in a restaurant and this lady bartender kept stealing all our tips from the tables that we waited on. She knew they were not her tips, but she took them anyway. All the staff had to rush to get their tips before she stole them. No one said anything to her because she had a black belt in karate. #4711

Conflicts between humans and members of other species

I have a friend named Kevin and this girl drove into his car in the parking lot of a shopping mall. Kevin got out of his car and started yelling at the girl. Then her boyfriend got out of her car, and he got mad and told Kevin off. Kevin just shut up and drove away. He ended up paying for the damage to his car himself. #4712

These are not the only reasons why people try to avoid confrontations. Another reason is that people do not want to feel guilty about causing others to feel hurt. This is often the reason why people are reticent about breaking up with a mate, failing students in courses, and notifying applicants for a job or program that they have been rejected. People often do a lot of soul searching after a confrontation. They are often more concerned about putting their relationship with the other person back on a positive footing than they are in making a change in the other person's behavior. Confrontations frequently alienate people. People do not want to give others a reason to dislike them, say bad things about them to other people, and avoid them in the future.

Conflicts between humans and members of other species

Numerous conflicts occur between individual humans and individuals of other species because they hold different models. Conflicts become evident when a pet wants to do something and a human wants the pet to do something else, or when a person wants the pet to do something and the pet wants to do something else. For example, a person may want to give a pet a bath or medicine or take the pet to the veterinarian and the pet may try to prevent this or object to it.

I was at a parade and saw a man with a large dog on a leash. When a marching band approached, the dog pulled as hard as he could to get away. It was clear that the dog disliked the loud music. The man followed the dog away from the parade. If he hadn't the dog might have injured his neck pulling against the leash and collar. #4713

On Sunday afternoons there are many owners and dogs at the dog park. This is a large enclosure where the dogs can run free. Once the dogs are inside the gate and the owners take them off their leash, the dogs take off in search of fun and friendship with the other dogs. Some people try to call their dogs to them, but in many cases are unsuccessful. This angers some owners to the point of collecting their dog and taking it home. One lady became very angry with her dog for not listening to her, and she fell while she was attaching her leash to her dog's collar. Her large Newfoundland dog pulled her halfway around the park. She was not impressed, and I have not seen her at the park again. #4714

My dog loves to go to the dog park, which is a large fenced-in area where dogs can run free and associate with each other. When a new dog arrives, the dogs meet and greet each other with butt sniffing. This lasts a couple of minutes, and then the dogs return to running and chasing each other while their owners stand around and talk. Some people are embarrassed by the behavior of the dogs. When a Cocker Spaniel entered the park, my dog was interested. When he began to sniff the newcomer, the owner became outraged, picked up her dog, and said quite loudly to me, "Please stop your dog from sniffing my dog's vagina." Then she stormed out of the park. Everyone there broke out in laughter. Some people bring male dogs that have not been neutered to the park. I think this is a bad idea, because as soon as one spots a female, there is no stopping him. Recently when a Golden Retriever was brought to the park, a large black Labrador Retriever approached and latched on to her rear to have his way with her. Fortunately she was spayed. It is amusing to watch the owners try to pry the dogs apart. Basically the lady dog just stands there and lets the male do what he wants while the owners try to get "the humper" off her. Normally the owners are embarrassed, and when they get them separated they drag them out of the park and take them home. #4715

Dogs and their owners usually seem to have arrived at a compromise when the owner takes the dog for a walk on a leash. However, one sees many instances when the dog wants to do something that the human doesn't want the dog to do. Dogs normally want to stop, explore, and smell as many areas as possible, but the human wants to remain on the path or sidewalk and to continue and complete the walk. Dogs certainly want to check other dogs out, and they try to approach and smell them. Sometimes they want to fight another dog or have sex with it. Often the owner uses the leash to prevent this. The other day I was walking home and saw a young cat lying on the sidewalk. As I approached, the cat

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moved away from the sidewalk and then returned to get petted by me. The cat lay back down on its side on the sidewalk. I crossed the street and looked back and saw a man with a large dog walking down the sidewalk toward the cat. I stopped to watch what would happen. I expected the cat to run and hide, but he stayed right where he was. The man shortened his hold on the leash to just a few inches behind the dog's head and steered the dog into the street to go around the cat. The dog did his best to get to the cat, but the man held him tightly. When they passed the cat the dog was pulling so hard he was upright on his hind legs with his front legs in the air. The cat didn't budge an inch and didn't look the least concerned. I thought to myself, "Man, this cat has attitude." After they passed the cat, the man and dog continued their walk and the cat continued to lie on the sidewalk. #4716

My cat likes to lie on a towel in the hall. My wife put a pillow at one end of his towel so he could rest his head on it. When he puts his head on the pillow the way a human does, she is very pleased, calls the rest of the family to come see, and wants to take photographs of him. But he also lies with his head at the other end of the towel away from the pillow. This bothers my wife who thinks he should put his head on the pillow. She repeatedly turns him around so that his head is on the pillow, but he doesn't stay there. #4717

People use leashes, muzzles, and cages to force members of other species to comply with their wishes.

We've learned to be sneaky when we want to get our cat into a carry case to take him to the veterinarian. The cat hides as soon as he hears us get the case out of the closet and sometimes we can't find him. So what we do is get the case out the night before and leave it in the middle of the living room with the door open. This way our cat gets used to it as he goes about his normal activities. Then we wait until he is asleep the next day and pick him up gently and try to pop him into the case. When he realizes what is happening he struggles and it is difficult getting him through the door of the case. He cries to get out all the way to the vet. At the vet we usually have to help hold him to keep him on the table while he is examined or gets shots. #4718

In the case of enslaved species, such as horses, cattle, mules, camels, and elephants, people use various devices to force them to do what the

humans want them to do, instead of allowing the animals to do what they want to do. People use whips, spurs, and prods, and hit and kick them to cause them pain and get them to move. They also fasten them to vehicles and plows with harnesses.

Before you jump a hurdle on a horse you remind the horse you are in control, often with your blunt spurs against his sides. Otherwise he may stop suddenly in front of the hurdle or go around it. #4719

Various methods are used to control dairy cows in a barn. At milking time during the summer the cows are called in from the field to the barn. We let sixteen cows into the barn at a time and they move into their stalls. Stalls are designed to hold two cows, but quite often a third cow will squeeze into a stall. The farmers call the extra cow by name and say something to her like "Stupid bitch. Get the hell out of there." They give the cow a light poke on the head with a pitchfork, and the cow backs up out of the stall and we use our arms to direct it into the next empty stall. Once the cows are in their stalls we fasten their chains so they can't move around too much. The command to "Get up" means "Move over, I'm coming through." The cows, who are eating their grain, move aside and let us approach their heads to chain them. Each cow reacts differently depending on who is speaking to it and what the person's tone of voice is. When the male farmers yell at them to "Get up," the cows move aside quickly, because they know if they don't they will get a smack. When the cows are milked their teats are cleaned and teat cups are attached. If the cow moves about or if a person is concerned the cow may kick, the cow is told, "So, girl," which is a nice way of saying, "Fuck off. Settle down and stop moving around." A "fresh cow" is one that has just given birth to her first calf. Her milk is too new and creamy to be put into the tank with the milk from the other cows. Instead they attach her to a separate miniature tank. Because she is a fresh cow she doesn't know what to do in the barn and may squirm, kick the farmers, or kick the milking attachment off herself. To solve this a farmer holds her tail up as far as it will go, which puts pressure on her spine so she can't squirm or kick. Everyone who works with dairy cows has been kicked by a cow or squashed between two cows in a stall. After I was kicked I was hesitant to get close to their feet, but as the others told me, I just had to "get over it." When a cow kicks, squashes, or just does not behave, the farmers hit her. #4720

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People attach painful devices to sensitive parts of an animal's body, such as their mouth or nose, to exert control over its movement.

I took a ship from Bangkok to Hong Kong. The ship carried eighty water buffalo tethered outside on the deck. When we arrived in Hong Kong harbor, junks came out to the ship to pick up the water buffalo. A wide strap was placed underneath the stomach of each buffalo, and it was hoisted into the air, swung out past the side of the ship, and dropped just above the deck of the junk. When the buffalo were hoisted into the air many bucked wildly. Once the buffalo were suspended above the deck of the junk one of the men would reach up and take hold of the rope that was hanging from the buffalo's nose. The instant he touched the rope, the buffalo would go dead still. It shows how sensitive this area is to touch. #4721

Many females participate in horse culture. Girls often wish they owned a horse. They obtain pictures and figurines of horses, take riding lessons, and sometimes own their own horse. Many girls read books about horses and riders, which are often published in a series with numerous volumes. The series have names such as Horse Crazy, Saddle Club, Pony Pals, Shady Lane Stables, and Thoroughbred. This culture includes a number of beliefs, such as horses are beautiful and lovable, riding is a unique and wonderful experience, a rider should form a close emotional relationship with their horse, both rider and horse will protect each other's welfare, a rider needs to tend to the horse's physical needs, a rider should recognize and avoid excessive risks, both horses and riders differ considerably in ability, it is necessary for the rider to retain control of the horse, it is important to compete in and win competitions, bad people care more about winning than they do about the welfare of the horses, a rider will develop considerable proficiency riding horses and this will be recognized by others, when a rider is thrown she should get back on the horse so that she does not develop a fear of riding, horses should be protected from brutality, and people should not blame horses for their own mistakes.

Many people consider travel by horse a very pleasurable and positive experience. While on vacation people may take a ride in a horse-drawn carriage or wagon, or ride a horse along a trail or on the beach. People enjoy horse-drawn hayrides and sleigh rides. In addition, people like to see horses working, being ridden, and performing tricks. Horses are frequently present in parades, circuses, and movies. People enjoy watching and betting on horse races. Parents pay for their children to get

rides on horses at fairs and amusement parks, and riding is considered excellent therapy for the retarded and handicapped. People pay to attend horse shows and rodeos and see riders demonstrate their exceptional control over horses and the tricks they have trained the horses to do. In addition, riders enter competitions to obtain recognition for their ability to control horses. Activities in which people control horses and watch horses controlled by others are very popular. This relationship between humans and horses is viewed as highly desirable and healthy.

What is completely ignored is that this is a master-slave relationship. The horse has no choice as to whether or not humans ride or drive it. It is prevented from living an independent life with other independent horses. Instead, it is forced to go through a training process, called "breaking in," designed to break its will, prove to it that it is powerless in the relationship, get it to completely accept the will of the rider or driver, and teach it to respond appropriately to various forms of physical punishment. The process of "breaking in" includes various forms of abuse, such as imprisonment, isolation, physical restraint, pain, discomfort, and choking. Horses that resist are labeled strongwilled, headstrong, plucky, determined, resistant, restless, difficult, a problem, disobedient, obstinate, defiant, unmanageable, obstreperous, insubordinate, sullen, sulky, bossy, roguish, bad, wild, mean tempered, treacherous, wicked, dangerous, vicious, a brute, an outlaw, or savage. Horses that do not cooperate, or who balk, strike, kick, bite, or attempt to run away, are treated with greater severity so they will not do so again. They are often subjected to repeated abuse, such as intense pain, beatings, frights, starvation, kicks, clubbing, or other traumas, in an attempt to get them to give up and accept the total control of the trainer, rider, or driver.

Riding and driving involve using pain, discomfort, and the threat of more pain and discomfort to control the horse. Riders use controls, including whips, bits, bridles, halters, reins, boots, and spurs, to try to get the horse to do exactly what they want it to do, when they want the horse to do it. Control of horses is based on various torture devices, most of which are applied to the mouth, nose, chin, and head (poll). There has been considerable ingenuity in the design of bits and bridles to maximize pain and establish greater control. This pain is so intense that horses can be taken into human battles and war zones even though they are easily frightened. Riders and drivers with "heavy hands" apply this torture with greater severity, and riders with "light hands" apply this torture with less severity. The horse is "rewarded" for compliance when the rider or driver eases up on this torture. A good rider is defined

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as one who applies this torture intermittently, and a bad rider as one who applies it continuously. Thus a good rider applies controls to get the horse to do what she wants, and eases up when the horse complies. A bad rider, on the other hand, applies the controls and continues to apply them even after the horse complies. Trainers pride themselves on their ability to get all horses, including "problem" horses, to fully accept human control, and on their ability to achieve this quickly. Whether they use rough methods or gentle methods, the trainer and the rider expect the end result to be complete control over the horse. A horse is expected to be completely obedient, to respect and fear the human rider or driver, to allow the rider or driver to make all the decisions, and to be corrected if it attempts to resist or exert its own will. From the point of view of the rider or driver, if left alone a horse will pay attention to its surroundings and do what it wants to do. The use of controls, or "aids," ensures that the horse pays attention to the rider or driver and does what he or she wants the horse to do. Horses that cooperate fully are often given rewards, such as food and affection. People who raise horses as pets sometimes allow the horses to get their own way. Such horses are frequently seen as special problems that require additional training and control to break them of bad habits. Human control of horses proves that slavery and torture are effective and successful means of controlling others. Horses are sometimes characterized as servants rather than slaves, because slavery is considered a bad thing. However, servants voluntarily choose to enter and leave employment whenever they want. Horses and other slaves do not have this choice.

People sugarcoat their actual treatment of horses. If you want to know what a horse experiences, have another person a) fasten a nutcracker or pair of pliers to a sensitive part of your body so that you can not remove it, b) apply pressure with the nutcracker or pliers to get you to do whatever the other person wants you to do, c) exert more pressure if you resist or fail to do exactly what the person wants you to do, when the person wants you to do it, d) use a whip to encourage you to comply, e) do this for every hour of your working day, and f) continue this for your entire working life.

The enslavement of horses has been glorified and romanticized in the horse culture. If horses really wanted humans to ride and work them, horses would beg for it the way dogs beg for food and tummy rubs. What happens to the horse is comparable to what happens to girls and women who are forced to work in brothels against their will. Those who resist are imprisoned and repeatedly beaten and raped until they accept that they are powerless and consent to service clients (to be "ridden"

by them). Trainers, riders, and drivers are no more concerned about the morality of horse slavery, than brothel owners and clients are concerned about the morality of sex slavery. Those who argue that horses are given food and shelter in exchange for the work they are required to do, should remember that sex slaves are also given food and shelter in exchange for the work they are required to do. Those who argue that they treat their horses well should remember that some plantation owners treated slaves well, and some brothel owners and clients treat sex slaves well. But this in no way changes the fact that this is slavery, an extremely controlling and abusive relationship.

When we consider human treatment of horses and the pleasure and enjoyment that people get from seeing horses that are enslaved and controlled through pain and torture, it is easy to characterize humans as a cruel and uncaring species. #4722

Responses to pressure and conflicts

When people are subjected to pressure from others and experience conflicts with them, they defend themselves with the same arsenal of tactics that others use to try to get them to accept, adopt, and comply with their models (see "Tactics employed with others" in this volume). People respond by 1) complying with pressure, 2) objecting to pressure, 3) rejecting pressure, 4) getting back at the other person, 5) avoiding pressure and conflict, 6) trying to defuse the situation, and 7) combining responses.

1. Complying with pressure

People frequently accept the model advocated by the other person. This can be any model that the other person is using. For example, this may involve accepting a fact or theory that another person provides, handing another person something they ask for, or moving out of the way so someone can get by. People accept another's model for various reasons. They may adopt the other person's model because they do not have a model of their own which deals with the phenomena. They may feel the other person is more knowledgeable than they are, perhaps because of

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the other person's experience and position. They may think the other person's model is the only correct or possible way to see things. They may see that the other person's model produces better results than their own.

People may adopt the other person's model because they want to avoid a conflict with him and possible criticism and other forms of pressure. Also, they may feel it is not an important issue, and is not worth opposing or adding stress to their relationship with the other person. People learn that conflicts between models are upsetting, and they often want to avoid this

We went to dinner at a friend's house. His son offered us some candy. I really didn't want it, but I took it anyway, because I didn't want to hurt his feelings. I told him I'd eat it later. #4723

When we moved from the city to the country, people would drop by to visit when I wasn't expecting them. Sometimes I'd hear a tap on the door in the morning while I was still in bed. I felt quite embarrassed if I didn't have my housework done or some sweets to offer visitors with a cup of coffee. Soon I was making an honest effort to keep my house clean and bake as many goodies as the other women in the neighborhood did. #4724

My parents always seem to hear about what I did the night before, and they take my privileges away. As a result I've gotten very cautious about where I go and how long I stay. If I want to be able to use the car Saturday night, I make sure I don't go partying all Friday night. #4725

My brother and his wife opened a lounge and have been working day and night to make it a success. Mom likes to go over and help, and most of all she loves to clean. She cleans the lounge thoroughly and then tells them what a disgrace it is. Mom means well, but they don't appreciate hearing this. So my brother and his wife have begun keeping the lounge very clean themselves so Mom will stop pressuring them. #4726

I moved to a rural community on the Island with my two young children. The community is Catholic and the local school is run by Catholic nuns, whereas our background is Protestant. The school has classes on religion, but I don't want my children exposed to such strong beliefs at such an early age. Therefore I asked that my children not be included

in the classes on religion. This was difficult for people in the community to accept. Local people would constantly tell me about the benefits of having a religious upbringing, and they questioned me why I'm not allowing my children to experience it. They also had a hard time understanding why I didn't take my children to church. I believe you don't need to go to church to prove your faith. I felt I was constantly being criticized by the community. So I finally started going to a Protestant church in a nearby town. I don't like it, my kids don't either, but we have to in order to get the community off our backs. #4727

A person may also be interested in receiving positive reactions and other resources from others and adopt their models to facilitate this.

I go along with everything my friends do, because I want to be popular. You know, I want to be part of the gang. #4728

In my first year of high school, one of my new friends, Alice, kept trying to get me to skip classes with her. Alice would point out that the classes were boring, and I had to agree with her. She played hooky again and again and would tell the teacher she had to go to the doctor or give her notes signed by her friends. Alice always got away with it, and still made good grades. Afterwards she would tell me about all the fun she and our friends had together when they skipped. But I was scared to skip, because I felt if anyone would get caught, I would. Then Alice and our mutual friends ganged up on me and told me I was chicken and a goody-goody. So I skipped the next class with them. My friends never let up on me. Again and again they wanted me to skip, and again and again I did so. The pressure was too great for me. Then my marks began to suffer and my parents put pressure on me to improve them. I stopped skipping for awhile, but my friends put more pressure on me until I started skipping again. But by this time I had learned which classes I could afford to skip and which ones I couldn't. I also found out that if I skipped occasionally, my friends wouldn't criticize me as much. Later that year Alice was caught, and from then on she seldom skipped. When she stopped asking me to skip, I quit completely. #4729

When I entered high school, I didn't smoke or drink. But by the time I graduated, I was smoking a pack a day and drinking every weekend. The pressure in high school was terrible. Every time you turned around someone offered you a cigarette. At parties and hockey games everyone drank and made fun of the few of us who didn't. By the end of my first

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year I had experimented with smoking and drinking, and proven myself "a real student" by getting sick at a school dance. In my graduation year the craze was to go to school either drunk or hungover, and we held graduation parties in the middle of the week for this purpose. At one party some of us drank all night, and then went directly from the party to school. We even continued drinking on the school bus. #4730

One girl, Wendy, had a lot of trouble making friends when she first moved into the university dorm, because she always dressed so well. It's funny how expensive clothes, like tailored items and designer labels, can make others nervous. People called her "the Rich Bitch" and said, "Here comes Miss Priss," "Where's your fur coat, Wendy?" and "Who does she think she is?" She hardly owned a pair of jeans, which are the mainstay of our wardrobes, so Wendy was always overdressed when she went anywhere with us. She knew people were talking about her, and it didn't take her long to realize what she had to do to be like the rest of us. She started sharing clothes with us so she'd be more easily accepted, and eventually quit wearing her old wardrobe, except on special occasions. It did take quite some time for her to get rid of all her habits, and for the longest time she'd laugh when we said something like "Let's go to the K-Mart (a discount store). I hear they have a sale on shoes." #4731

The men in my university dorm range in age from seventeen through twenty-five, and the older males have a great deal of influence over the younger ones. Many newcomers have had little or no alcohol before, but they have to drink to be accepted as regular members of the house. I remember the first night of this school year. One room was full of guys drinking when a new resident walked in. They handed him a beer, and he said, "Boy, this will hit the spot." He drank a bit and threw up in the middle of the group. He explained he had the flu and left. Later on that evening we were told he'd never had a drink before. So we proceeded to his room to "break him in," or get him drunk. He drank everything we gave him, and between drinks went to the bathroom to throw up. Pressure to drink can cause students to feel sick, miss classes, and do poorly in their courses.

Groups within the dorm designate a couple of nights a week as "the guys' night out," and an individual is expected to attend even if he has a girlfriend. He is not allowed to invite his girlfriend along. But it is acceptable for a male to speak to his girlfriend for a few minutes if they meet at a social event. This is often upsetting to the girlfriends, who feel their boyfriends value the other males more than they value

them. If a guy goes out with his girlfriend on a guys' night out, he is said to be "weak," meaning he lets the girl twist him around her finger. When he does this, he often won't be asked out by the other guys for some time afterwards.

Members of the dorm also have to have a decorated room to show they are not dull and lack creativity. Thus people must find flags, road signs, and other suitable objects to decorate their rooms. These have to be stolen from the community, and groups go on hunting expeditions for them.

In late October males are expected to get a date for the coed dance. If one does not have a date it is thought no girl would have him and he's likely to be snickered at. I couldn't afford to go last year, but didn't want to be the only guy who didn't attend. So I asked a girl to go with me. I didn't have a good time, because I kept worrying how I was going to repay my brother the money I'd borrowed from him to go. The rest of my group seemed to enjoy themselves, so of course I said the dance was great too. #4732

Because people's resources are controlled by others, it is necessary for people to please others in order to continue receiving resources from them. A primary way in which people please others is by acting consistent with what others want. Therefore, children do what parents want, students do what teachers want, friends do what their friends want, workers do what employers and supervisors want, and couples do what each other wants. Often people feel that they would lose more if they did not conform with what others want and thereby alienated them, than they would gain by resisting.

I don't blow up at my boss, even when I disagree with him. #4733

I find the smoothest way to get along with my spouse is just to go along with what she wants. These are just everyday things, not life or death matters. So if she wants me to do something, or go somewhere with her, or try a new food, or something else, I do so. Having a peaceful relationship with her is more important to me than resisting every little thing she initiates which I consider foolish or a waste of time. #4734

I'm a firm believer in the philosophy, "If you are going to do something that someone asks you to do, be gracious about it." In other words, don't whine or carp about something if you are going to end up doing

it anyway. If you are nice about it, life is much more pleasant for everyone involved. #4735

I believe in the Bible and that Noah took two of every animal. That's where the different species came from. I'm also a biology major in university, and I find it difficult reading some of the material for my courses because it conflicts with what I believe. But I have to study it in order to get good grades. #4736

My wife wanted to nurse our second baby. I told her that I thought it was OK, but then I caught her feeding the baby in front of our best friends. Her own female friends are one thing, but our friend, Jeff, was right in the room when she was doing it. I didn't say anything at the time, but as soon as they left I really let into her. She said it would not happen again. Thank God she put the baby on the bottle the next day. #4737

Two months ago I began part-time work as a kitchen helper at the Provincial Sanatorium. I was given my uniform and a list of rules and regulations. Then the supervisor introduced me to the people I was to work with. They are all females from 18 to 35 years old. After I changed into my uniform and joined the others, they asked me about my age, name, family, education, and relevant work experience.

When it was time to go to work I found I was almost continually in the way. No one yelled at me or got angry, but I sensed a certain degree of impatience from a few of the girls. Because I was new, I didn't know where anything was and I asked many questions. Instead of being given something to do, I was told to watch and see how things are done. I suspect they thought I would disrupt their efficient procedures.

My duties include placing food on trays going down a belt line, delivering food to patients and collecting the trays from them, washing dishes, scrubbing, wrapping bread, and performing other tasks related to food preparation. These tasks are divided among different girls on different days. For example, if a girl puts bread and butter on the supper trays, she also removes food and dishes from the trays in the dish room, but does not deliver and collect trays. If a girl delivers and collects trays, she also puts clean dishes away. The system of duties is clearly defined, but difficult for a newcomer to master. I was determined to do a good job from the beginning, and I worked very hard my first day. The majority of girls were glad to help me out. I tried to do my duties carefully and quickly, but made mistakes almost every day. When I forgot to do something, they told me, and I usually remembered

it the next time. They sometimes take advantage of a newcomer. For example, I was told that part-time workers are always required to scrub the floor in the dish room. I am not convinced that this rule was designed by the supervisor. In fact, it seems that many of the rules are designed by the girls themselves. However, they are always glad when a new girl does not complain about duties and does what needs to be done without an argument.

Initially I had a problem recognizing patients by name, and I constantly took the wrong tray into a room. This problem disappeared after a few days, and I became quite involved in the hospital lives of many of the patients. There are a few very disruptive patients. They are usually male, bored, and desirous of conversation and harmless fun. A newcomer's initiation includes being sent to deal with these patients. The newcomer is introduced to them as being "sweet" and "cute." The other girls have already been through the experiences of being grabbed at and teased, and they are only too happy to have the unruly patients focus on someone new. After a few days I could joke with or reprimand these patients when they got out of line. One's ability to get along with one of these patients produces much teasing from the other girls.

The job is demanding, but not hard. Specific tasks must be done at specific times. Otherwise, there is plenty of leisure time. The girls value this free time. Most of them are smokers and are anxious to get upstairs to the sitting room, where we have our breaks. They do work hard and are good at their jobs, but they also bend the rules. We are supposed to have two coffee breaks a day. However, we frequently sit and talk in the sitting room for two to three hours during our eight-hour workday. Food is not allowed at all in the sitting room, but the girls take ice cream, cake, other sweets, and pop and juice with them into the room. The girls form a tight-knit group, and stick up for one another. It is considered a disgrace to tell on another girl. While it doesn't seem right to shut one's eyes and break the rules of the sanatorium, if one wants to get along, one must conform to the group's way of doing things.

The first few days of work it was difficult to participate in their conversations, and I felt out of place. But gradually they have accepted what I have to say. They are primarily interested in boyfriends, children, prices at the local department stores, work schedules, the people they work with, parties, weddings, funerals, juicy items in the news, and most of all the television soap opera, *Another World*. *Another World* is a favorite conversation topic, and since I like the program too, I can participate in the discussions. It isn't unusual for us to watch *Another*

World and talk about it with the patients on our rounds with the supper trays. The program serves as a major tie between all the girls. Sometimes the discussions get very serious, because the plights of certain characters on the program parallel the lives of one or more girls, and the girls relate to the characters. Talk is always reserved for the dining room during our meals, or in our sitting room during breaks. At other times we concentrate on the work in front of us and try to do a good job.

My first impression of my job was that if I did my work quickly and accurately, and asked a minimum of questions, I would get along fine with the other girls. I soon learned that this is true, but I must also involve myself with the group, or else be considered stuck-up and snobbish. At first some of the girls seemed to resent me, because my background is slightly different from theirs. Therefore when I talk about what is different about me, I do so in a light tone. I do not stress the fact I am a university student, because only one other girl at work is going to university. Instead, it is important to talk about what the other girls like and are familiar with. I make a point of discussing their children and boyfriends, and their favorite activities. This has enabled me to break the ice and now the girls talk with me instead of around me.

At this point I work quite happily and peacefully with the other girls and they are extremely friendly to me. They have accepted me, primarily because I learned to perform my duties quickly, which means less bother for them while they are busy with their own duties. They have also accepted me because I show an interest in their lives and have played down any differences between us. #4738

2. Objecting to pressure

People frequently object to pressure from others or to conflicts between their models and those of other people. Frequently they show their displeasure directly to the person who causes the pressure or conflict.

People can be quite direct in expressing their opposition to what others want them to do. Common expressions are "No way!" "Dream on," "Right! (said sarcastically)," and "Over my dead body!" #4739

My brother and I were playing basketball against each other and got into an argument about a foul. We didn't speak to each other again until the game was over. $^{\#4740}$

When my parents tell me to do something I don't want to do, I get really upset and throw a temper tantrum. They feel bad because I'm so upset, and they let me do what I want. #4741

Jamie, a twelve-year-old boy, loves to watch television. However, when a movie comes on that has a restricted rating, his parents tell him to turn the TV off. Sometimes Jamie becomes very upset when this happens. On one occasion Jamie got very angry, yelled, slammed doors, and pleaded with his parents to watch the show with them. However, this did not work. Later Jamie snuck downstairs and peaked through the door. When his father got up to leave the room he saw Jamie and sent him to bed. Jamie reacted by slamming doors, yelling, and turning the radio in his room on very loud to interfere with those watching the TV program. #4742

Jennifer was having one of those days when everything seemed to go wrong. When her mother asked her to take her younger sister with her, Jennifer blew her top and yelled at her mother. Jennifer said every time she went out, she had to take her little sister with her. Jennifer is nineteen and her "little sister" is eighteen. #4743

When you tell my teenage son what you think he should do, his response is often, "Don't bug me. Just leave me alone!" #4744

I drive a taxi and find that senior citizens will often bicker over a few pennies. I picked up an elderly lady who is a regular customer at the grocery store. Her normal fare is \$3.21. When I picked her up I loaded all sixteen bags of her groceries in the car and when we reached her home I carried them all to her door for her. She gave me \$3.25. I started to leave, assuming that the few pennies would not matter. However, she stopped me and told me I still owed her four pennies in change. (Amount in 1993 dollars.) #4745

An elderly couple were walking past a used bookstore. The woman stopped to look at some books on sale for a dollar each in front of the store. The man continued walking and turned and stated, "You don't need to get any more old books." The woman replied, "I don't need to. But you don't need to go fishing either." The woman left the books and they continued walking. #4746

One day my friend, who is asthmatic, got into a taxi cab and the driver was smoking a cigar. She explained to him that the smoke would make her sick and politely asked him to put the cigar out. He did so, but instead of apologizing, he stated, "You should have said so when you called." He meant she should have asked for a cab with a non-smoking driver. #4747

I agreed to babysit for the next-door neighbor so she could attend a community meeting. The evening I was scheduled to babysit, she called and asked if I could spend the time getting acquainted with her children and reading to them. I told her I would have to do so some other time, because I had an important homework assignment due the next day. She said, "It won't take long. I really want the children to get to know you." I apologized and said I just couldn't spare the time to read to them that evening. When I went over, her husband let me in, and I could hear her upstairs reading very loudly to the boys, and saying, "No, the babysitter can't read this evening." When she came downstairs she ignored me completely. Then she told me to have the boys tucked in at 7:45, and slammed the door as she left. When they returned at 8:15, she gave me a cold stare, her husband handed me \$3.00, and I went home. #4748

People also criticize those who pressure them and/or whose models conflict with their own

My sister and I used to share the same bedroom. She was extremely neat and tidy, and always made her bed before she came down to breakfast. I was much more lax, and making a bed was not very high on my list of priorities. Several times a week she'd yell at me about my mess and call me a slob. I retaliated by calling her a neat freak. #4749

I thought it was great when my girlfriend and I went to work in the same bar. We worked the same shifts, so we were together all the time. However, my girlfriend is very jealous, so when I joked around with any of the other girls working there, she got mad and tried to stop me. However, the other girls wanted me to continue talking and joking with them. Finally, I realized I couldn't work there anymore, and quit. Then I went to work at a restaurant. At first it was a big relief to be away from the bar. But then my girlfriend came by and pressured me not to talk to any of the girls working in the restaurant. #4750

One employee where I work wants everything done his way. When we don't do what he wants, he tells us every other organization in our line of work does things his way. He says it's only because we don't know any better, that we don't too. #4751

People may tell third parties that they do not appreciate the fact that others try to control them.

I don't like the local security people, because they always give me parking tickets. I wish they would just leave me alone. #4752

People may also get upset and object when they see someone else pressured.

My wife and I invited a friend of ours to eat with us in a Chinese restaurant. After we had studied the menu, my wife asked our friend what he was going to order. He told her he was going to get the special chow mien. My wife objected that it wouldn't be healthy and told him why he shouldn't eat noodles and other ingredients. This bothered me and I said he should be able to order what he wants. He's an adult, we invited him out, and he should be able to choose what he wants to eat. My wife does this with all our friends and I tell them she's a food bully. #4753

Eddie, a good friend of ours, has a brother who always listens to his advice. Both are middle-aged. Eddie's brother needed a new car and Eddie helped him pick one. Eddie told us that his brother really wanted a red car, but Eddie said he had convinced his brother to pick a silver one. Eddie likes gray and silver and tan, and doesn't like bright colors. My wife and I both objected, because why shouldn't Eddie's brother choose the color he likes? After all, the brother is paying for the car. But Eddie wasn't influenced by our objections. #4754

My wife (a Vietnamese-Canadian) and I (a Canadian) were departing from the airport in Ho Chi Minh City. After we checked our bags, we had to go to the desk of an official who dealt with customs and visas. My wife gave him our passports and visas and the official told me to go ahead through the gate, which I did. Then he looked for anything questionable in her papers. He told her, "You do not have a street address for the place where you stayed while you were in Vietnam."

She handed him some money and he approved her departure. My wife told the official, "My husband understands this." The official explained, "Westerners don't understand. They get upset." He didn't want me to know he was requesting a bribe from my wife, because he thought I might object. #4755

My niece lives in Vietnam, is thirty years old, and has never married. I had a dream last night that she had just gotten married, and on her wedding day her husband told her that from now on she would have to obey him. He said she was to consider him as a parent and do exactly what he told her. When I heard this, it bothered me so much I decided I would tell her not to listen to him. She doesn't have to let him do this to her. It is not right; it is mistreatment. This was only the first day of the marriage. What will happen later? It is not going to get better; he will only get worse. It is better to stop the marriage now, and break up, before it goes further. I felt very strongly about this. I knew she might not listen to me, but at least I could get it off my chest. But before I could tell her what I felt, I woke up. #4756

3. Rejecting pressure

People also respond to pressure and conflicts between models by refusing to cooperate or by rejecting the other person. They frequently refuse to cooperate with what others want them to do.

One morning when I was a kid, my parents tried to get me to wear a snowsuit. I fought for an hour because I didn't want to wear it. I cried and screamed while they struggled to put it on me, and I kept kicking it off. I didn't get to school until 11:00 that morning. I wore the snowsuit half way there, then took it off in a field. #4757

When I was in the sixth grade, my mom used to try to make me wear a hat to school. I thought this was totally uncool. So to shut my mother up, I would wear the hat when I left the house. But before the bus stopped for me I'd have it off and stuffed in my coat so no one would see it. My mother said it was stupid to go out in the cold without a hat. We fought about this every damn morning for a year. #4758

A three-year-old girl was sitting on the floor talking on a play telephone. She would dial a few numbers, say a few words, and then hang up. A

three-year-old boy came over and grabbed the phone from her. The girl got up with a cross look, hit the boy, grabbed the phone back, and stated, "That's mine." The boy ran off crying to his mother. #4759

When I was five years old we lived near a military base. I told Mom I wanted to be a soldier when I grew up. She said, "If you want to be big and strong like a soldier you'll have to eat your vegetables and drink your milk." That was it. I decided I didn't want to be a soldier. #4760

When I was eight, my mother wanted me to be in the choir. She kept trying to get me to go, but I hated the idea. My friends didn't go, and I felt I shouldn't have to go either. Mom argued I hadn't given it a chance and it was good for me. So on days when there was choir practice, I didn't come home from school until it was too late to go. Mom finally realized it was hopeless, and stopped arguing about it. #4761

I was the youngest kid in a large family. Our older brothers and sisters gave the younger ones a lot of advice. Tara, the next to youngest kid, welcomed the advice. It was an opportunity to learn from the mistakes of her brothers and sisters. But I was different. I felt this so-called advice was just a way to tell me how to live my life. It annoyed me to no end when one of them would tell me, "You should study more. I wish now I had done more of it." They would tell me things that they thought were in my best interest to do. They called me stubborn and pigheaded, but I felt I had a right to make my own mistakes and to learn from them. I don't mind a little advice. But most times people get carried away. They tried to direct my every move so I wouldn't make any mistakes at all. #4762

A Brownie Pack is made up of girls six through twelve years old. At weekly meetings there is a charge of ten cents which is used for buying badges or supplies for outings. This is called "Fairy Gold." About ten percent of the girls don't contribute Fairy Gold. Those who don't are supposed to stand in the center of the circle while the other girls sing the Brownie Song. But the only ones who will stand in the middle are the few who normally do bring their Fairy Gold. The girls who never bring it, openly defy the adults and say they put it in the pot. One girl even walks up to the pot each meeting when her name is called and pretends to put in money. We see the girls who never contribute off buying candy at the nearby convenience store before or after our meetings. (Amount in 1980 dollars.) #4763

Mom and I used to fight over the friends I had. She didn't like most of them, particularly my best friend who lived next door. Mom said I picked up bad habits and language from her, but this didn't stop me from hanging around her. It was good for a fight or two every week. #4764

When I was in school I asked Mom if I could have a lot of my friends over for my birthday. Mom said no she didn't want a bunch of kids coming into the house to get information on us. I told her they wouldn't do any such thing, but Mom wouldn't change her mind. #4765

My sister arrived home with my father just after she received her driver's permit. She was guite excited and rushed to call her friends and make plans for the evening. After she spent some time on the phone she burst into the kitchen talking a mile a minute. She asked Mom and Dad if she could have the car for the evening, because "the girls" were going to celebrate the fact she got her license by taking in a movie and maybe cruising around for a while. Mom and Dad looked at each other, as though they knew what the other would say, and told her no. They said she had just received her license and was not taking her friends cruising in their car. This was definitely not what my sister wanted to hear. She questioned them, "I just got my license and I'm not allowed to have the car? What's the point of a license if I'm not allowed to drive?" My parents tried to explain that they did not think it was a good idea because she had just received her license and didn't have much experience. My sister thought they were being mean. She went into a long spiel about how nothing in her life is fair, that she never gets to do anything she wants to do, and her parents were not being cool. She must have thought this would work, but my parents have heard these silly arguments often enough and were not swayed. My sister stormed out of the kitchen in a huff and slammed the door to her room. My parents went about their business as though nothing had happened. Roughly an hour later my sister returned to the kitchen in a much better humor, and stated that "the girls" were going to pick her up to go to the movies, and wondered if she could have twenty dollars. Dad handed her some money, Mom told her not to be too late, and she was out the door. She did not mention the earlier spat and must have forgotten how unfair her life was. I later asked her why she did not put up more of a fight, and she replied, "It was not really worth fighting for. I knew they were not going to give in. I didn't like it, but I accepted it." #4766

In the twelfth grade each of us had to give an oral book report in English class. One girl, Rebecca, got up in front to give her report. She was a little nervous and forgot to mention the title of her book. Stan, a class showoff, sarcastically reminded her to identify the title. Much to his surprise, she told him, "Go to hell!" and continued with her presentation. #4767

Lisa never liked going to church. When she was seventeen she decided she was old enough to make her own decision and told her parents she would no longer go with the family to church on Sunday morning. Her mother got very angry over this, and they argued every Sunday. One Sunday Lisa locked the door to her bedroom and pretended to be asleep when her mother called her for church. Her mother finally gave up and there were no more arguments. #4768

Mom and Dad wanted their boys to finish high school. But it didn't work. Country guys can be pretty stubborn. When they make their minds up, they make their minds up, and you don't tell them any different. Out home if you say, "You go," they'll say, "No." They tried to force one of the boys to go back to school, but he just wouldn't go. He would get on the school bus and ride to town and then skip classes. The principal would call home wondering where he was, and Mom just got sick and tired of that. It was just such a hassle. Finally they let him do what he wanted. They said, "Well, we're not going to argue. We're sick and tired of arguing." Mom said she wasn't going to go through it again with the rest of the boys. There's no use forcing somebody to do what they don't want to do. If they regret it later, well that's their problem. They'll have to do something about it when they start regretting it. Most of the boys at home just wanted to work. Guys can get a job without finishing high school. They drop out of school because they aren't learning anything that will help them do what they want to do. The majority just plan to farm, or fish, or do construction work. #4769

I was watching TV in the family room one night, when Karla, my sister, came in and changed the channel. I got very angry and grabbed the remote control from her. We argued very loudly until my mother came in and told Karla to go watch the other TV. Karla stomped out yelling obscenities. Later she came back in the room and acted as though nothing had happened. #4770

Last year I used to go partying with the guys after hockey practice. But this year my courses are more demanding. Yesterday after hockey

practice I planned to go to the library to study for a biology exam which is scheduled a few days from now. As I was getting dressed, one of my best friends asked if I wanted to go get butchered (drunk). He's in the same course I am. But when I said I was going to study he started calling me a pussy and a wimp, and telling me I hadn't partied with him for at least two months. I told him, "I'm not taking two less courses like you are. And I sure don't want a fucking 55 on my exam." That was the grade he'd made on our first exam. He had nothing more to say. #4771

A group of fans traveled to Montreal in several vans to support the basketball team in an away game. There were several rows for passengers in our van. Four people chose to sit on the back row because it was more secluded. The van left Friday night and the trip took about sixteen hours. The three passengers in the row just behind the driver had the most leg room and were the most comfortable. In fact, there was enough room in front of this row that one girl was able to curl up on the floor to sleep. Those on the back row had the least leg room, and were the least comfortable. When the van arrived in Montreal the people on the back row made it clear that they thought seating should be rotated on the way home. However one girl on the front passenger row refused, saying she was too tall and needed the leg room. A male on the same row also objected, saying nervously that he could not sit in the back because he needed to watch the road. In fact he stayed awake for the entire trip looking out of the front window over the driver's shoulder. During that time he did not turn around in his seat, eat any junk food, or speak unless he was spoken to. The subject of seating was not brought up again until the actual departure, when everyone raced to the van. The same three people got the front seat just behind the driver, and they refused to switch with others in the van. Those on the back seat grumbled about this for half an hour. Others agreed and felt sorry for them, but did not make much of a fuss over the matter. #4772

Every time I bring a date or boyfriend home, my brother scrutinizes him. Later he tells me the guy is a real jerk, and doesn't have a single redeeming feature. This makes me angry, and I tell him to mind his own business. #4773

My roommate has a boyfriend, and when he sleeps over I vacate the bedroom. I don't mind as long as it doesn't happen too often and I'm given ample notice. However, my roommate had him stay over more and more often and didn't tell me in advance. I talked to her about it

several times, but this didn't do any good. So the next time it happened I refused to leave the bedroom. My roommate was ticked off, but after that she spent more time at her boyfriend's place. #4774

Every two months my parents fight over the fact my father never does enough around the house. Mom cooks and cleans, but my father does nothing. Mom really blows up. #4775

The police are around the towns, and around at night. But you never know for sure where they are. I drive really fast and break the speed limit all the time. My foot is extremely heavy. It's because I know where the police hide out to catch speeders. I can speed around the roads at home and only meet the police once every fiftieth time. I haven't gotten a speeding ticket yet, but I'm due one soon, I'm sure. One of these times I'll misjudge where I think they're parked. In our area they often park by the log cabin going into one town and hide behind the garage in another town. Sometimes you pull out of the garage and step on it and they're hiding over at the store. They're just waiting to nail you. A lot of guys have lost points off their license for this, and if you lose enough points they take your license away for a time. But this hasn't stopped me from speeding. #4776

I wanted my wife to go with me to a movie. But it wasn't a movie she really wanted to see, and her back hurts when she sits in a theater too long. So she told me to go ahead, but she would rather stay home. #4777

This woman keeps coming to my door and wants me to answer questions on a survey she is doing for the government. She said it will only take half an hour, but my experience is that it takes twice as long as they say it will. Also, once I get started I feel compelled to tell them what I think of the questionnaire, and how they worded the questions wrong, and why the questions they asked were the wrong ones. However, I just don't have the time or the desire to go through all this. Therefore, I told the woman I am busy, but she keeps asking when I will be available. The last two times I saw her park across the street and come to the door, I pretended I wasn't at home. #4778

When my eighty-year-old aunt died, she had no relatives living on the Island. Several of the family traveled to the Island from other provinces. We decided we would hold a small funeral service for her without a burial ceremony. The minister who was conducting the service

rejected this idea. He demanded that a full service be given, or else he would refuse to conduct it. This put us in a difficult position, because we didn't know anyone on the Island who could be pallbearers. But eventually we located some of her friends who were willing to do it. #4779

There are a couple of old guys, bachelors, who live up the back road. They are about 50 or 60 years old, and they don't go anywhere. They might take their tractor down to a friend's place and get him to go get a list of things for them at the local store or pick up some liquor from the liquor store. Occasionally one of them will go to a local store, but they never go to town. They are up in the backwoods, and they drink a lot. The other winter a guy came knocking on their door at night and they wouldn't let him in. It was the middle of the winter and they were too scared to open their door. The guy who wanted in was an old drunk himself. Some people had kicked him out of their car down this back road. So the man went up and pounded on their door. They were scared to let him in because he might do this, that, and the other thing. He could have easily gone in their house and hurt one of them. So they didn't let him in, thinking he'd go away. So the man just sat down on their doorstep. He was in a stupor anyway, and improperly dressed for winter because he'd been riding in a car. So they found him frozen to death on their doorstep. And they just went nuts. Well they ran down to their friend's house and got him to come up. They were just freaking out. I knew the man who had frozen to death, and I was scared of him. He never dressed really clean, and was really big mouthed. I didn't like the look of him. #4780

I am doing a study of cigarette smoking. I introduced myself to one middle-aged woman and told her I wanted to ask her some questions about smoking. She became indignant and said, "What I do with my life is no business of yours or for that matter any strangers." I felt embarrassed and politely told her I was sorry and didn't mean to offend her and that the purpose of the study was not to pry into her life. She said, "Very well," harshly. As she walked away she muttered, "The nerve of some kids nowadays. What they think they can get away with." #4781

It is a commonly accepted practice on a golf course that slower moving groups let faster groups play through. The slowest groups tend to be composed of women. They are relatively slow because they usually make more mistakes than men, and most do not hit the ball as far as men do.

However, women usually do not want to let you play through. I do not know why, but in almost every case there is a problem getting by them. Once I was with two other men when we came upon a party of three women and one man. After remaining behind them for awhile, it became obvious they weren't going to let us play through. One of our party whistled. We were positive they heard us, but they acted as though they didn't. When we caught up to them at the next tee, we asked if we could play through. They looked at us and said they didn't think it necessary. because they were playing fast enough. One of our group told them what he thought of their opinion, and the man in their group said for us to go ahead. Reactions like this are not uncommon. The most difficult groups to play through are those composed of older people. Once I came up to a party of three men in their fifties who had been playing all day without noticing the traffic jam behind them. When I caught up, I asked if I could play through. They wanted to know what my hurry was and said I should relax and wait like everyone else. When I pointed out they were holding up people behind them, they just laughed and continued on. Some older people will gladly let you go by, but for the most part, older people are difficult to deal with. In contrast, I can not recall a group of young men causing any problems when I've asked to play through. #4782

When my husband and I moved to the country, my neighbors expected me to join the Women's Auxiliary and the local Monday night card parties. I wasn't interested and graciously declined. Later other women asked if I would prepare a lunch for these activities. My husband and I felt it wasn't necessary because I wasn't participating in them. #4783

I had an appointment to see my doctor. His nurse called me in from the waiting room and showed me into an examination room. She told me the doctor would be right in and that I should go ahead and remove my shirt. Then she left. It is cold in the examination room and I decided to keep my shirt on. The doctor did not appear for another fifteen minutes. #4784

When I went to my doctor for a regular checkup, my wife wanted me to ask him about my indigestion and if it was caused by a lack of water. Well, I don't think I have indigestion, and I don't think I drink too little water, so I didn't bring it up. #4785

Doctors often bullshit you when they get you to buy more pills than you need. There is often a sticker on the bottle of pills that says, "Take all this

medication." But you don't have to take them all to get better. The two times I have had to take medication, I only needed half of the pills before I got better, and I threw the rest of the pills out. This sticker just lets them sell you extra pills. $^{\rm #4786}$

I go to my regular dentist once a year to have my teeth cleaned and get a checkup. My dentist doesn't find any cavities, but he always finds something he says I should get done, and he wants me to make another appointment. Two years ago he wanted me to get a plastic mouth guard to prevent me grinding my teeth when I'm sleeping. I went to see another dentist, and he told me I don't need a mouth guard because I'm not grinding my teeth. Last year my regular dentist told me I should have all my fillings replaced. He said if I don't there is a fifty percent chance I will get cracks in my teeth. Now I have had these fillings for decades, without problems. Moreover, I am almost 70 years old, so the chances are I will die before my teeth break away. It makes no sense to go to all the pain and expense to have my fillings replaced. As they say, "If it ain't broke, don't fix it." This year my regular dentist said I had a broken tooth and needed to get the filling replaced. But I don't remember breaking a tooth, and I don't feel any sharp edges on my tooth, which you usually do after a tooth breaks. I think my dentist is just trying to make work for himself. The dental profession has sold us all on the need to get our teeth cleaned and have a checkup at least once a year. This gives dentists the perfect opportunity to sell us on the need for expensive dental work. They are the experts; what do we know? We can't even take a good look into our own mouths. I've decided I'll find another dentist; hopefully one who won't keep trying to sell me unnecessary work. #4787

I have a remote control key for my car, and all I have to do is push a button to lock and unlock the car. When my key stopped working, I took it to the dealer for my car. An employee of the service department took the key into the back area and when he returned he told me I would have to have the key system recalibrated, which would cost about \$150. I didn't fully trust him because I suspected they had charged me in the past for unnecessary repairs. Shortly thereafter I went to visit a friend in another city. I made a point of going to see the dealer in that city who services my make of car. When I gave the service representative my car key to examine, he said all I needed was a new battery for the key, which cost me less than \$10. After I replaced the battery, the key worked fine. #4788

I told a man that the smoke from his cigarette was bothering me. He replied, "Don't be so foolish. It won't hurt you. I've been smoking close to thirty-five years now, and I'm fit as a fiddle." #4789

My older brother has little interest in the family farm. When it is absolutely necessary he might help out, but normally the thought of working in the fields or barns would never cross his mind. Once when I had to milk all the cows myself, I asked if he would give a hand. He looked at me and stated sarcastically, "I could just imagine." #4790

When my husband, Wade, and I moved to a rural area, he promised to take me to community events. Various events were scheduled, including four dances a year. As the date for the summer dance approached, I reminded Wade of his promise and said I expected to go dancing. He, however, refused. Our children took my side and began to badger Wade. They reminded him of his promise, but he replied, "So I lied." Next they dared him to go. This didn't work either, and the children tried calling him names such as "Jerk," "Liar," and "Chicken" to humiliate him into going. This was followed by asking him, "Why don't you want to go?" Wade gave various reasons, such as "The dances are too noisy," "Your mother always leads," and "There's too much drinking and fighting at those things." I told Wade we could leave the dance early, before the heavy drinking began, and he repeated his other excuses. Then I said I'd go without him, and he replied, "Have a good time." On several occasions our children continued to take verbal potshots at Wade and tease him about his promise, and he told them, "Give it a rest." After the dance was held, a neighbor commented that he hadn't seen us there, and Wade replied we hadn't gone because I didn't want to. Wade said this in fun in front of me and the children, knowing full well we would object. I was very mad for about a minute. But I knew Wade wouldn't go before I'd even told him about the dance. I only wanted to see if he'd keep his promise. He did go to subsequent events, but none that involved dancing. #4791

Many rules are posted on signs to notify people what they are supposed to do and not do. Normally such signs are placed in locations where they are visible to everyone. Nevertheless, many people on Prince Edward Island ignore these signs. One sign on the doors of grocery stores is that no pets are allowed. This stems from health regulations. However, some people ignore the sign and bring their pets into the store. There are those who pick up their pets and carry them in their arms. Others with bigger

animals let them roam freely through the store. Many shopping malls have "No Loitering" signs. The biggest offenders are young teenagers, who hang out there with their friends. They often occupy the seats in the food court of the malls. Many people ignore the "No Parking," "Loading Zone," "Customers Only," and "Residents Only" parking signs in the downtown area. When people have trouble finding a parking space many will make do with whatever they find. Often the "No Parking" signs are intended to keep fire lanes clear and allow access to private parking areas through alleys between buildings. Parking spaces for handicapped people are commonly taken by able-bodied drivers. Normally these spaces are very appealing because they are close to the entrance of a business or mall so that the handicapped person will have an easier time getting to the door. People frequently use the rationalization that "I'm just running in for a minute. I'll be right back," or "No one is using the space anyway." There are pedestrians at intersections who ignore the instructions "Don't Walk." Rather than wait for the traffic light to change they cross whenever they think it is safe to do so. Signs in the university buildings are also frequently ignored. For example in large amphitheaters there is the sign, "Smoking, Food, and Beverages Prohibited." I have seen people break these rules on several occasions. Twice while I was at a lecture, an empty glass pop bottle rolled down the concrete steps making a terrible amount of noise. I have also watched students sit and eat in the room. One girl always brings a granola bar to eat. She never eats it before class while she is waiting for the previous class to vacate the room. Instead, she waits until she is comfortably seated in the lecture hall. Those in the back eat potato chips during class and the bags for the chips make very distracting noises. In the campus cafeteria there is both a non-smoking and a smoking section. Sometimes people carry ashtrays from the smoking section and place them on the tables in the non-smoking section and smoke there. There are those who also ignore the "No Food or Beverages" signs in the campus library. The things I have seen people eat in the library include a chocolate bar, potato chips, and a sandwich. I suspect they like to eat while they study, or else they have some food with them and want to continue eating it wherever they are. It is clear that no matter what signs say, some people will ignore them. #4792

I work in a large grocery store in a community on the Island. Employee relations have been very friendly and casual in the past and there was an almost family-like environment at work. Everyone treated the manager, Mr. Stewart, with respect. He was equally capable of being a boss and

a friend to the workers. When Mr. Stewart reached retirement age, company policy forced him to leave his position, and a much younger manager, Mr. Hill, was hired. Within a remarkably short period of time Mr. Hill was disliked by most of the store's employees. Many considered him "a young whippersnapper," and most talked about him behind his back.

Initially, the staff was quite bothered when Mr. Hill changed the physical layout of the store. He reorganized shelves, moved the bakery, transformed the snack bar into a self-serve lunch counter, and purchased new display shelves and computerized cash registers. He changed work hours and introduced shift work in certain departments. He also fired the store's long-term secretary of seventeen years, and hired a young girl to be head cashier and another to be his secretary. Employees were upset because everyone felt close to the original secretary, and she had only one more year left before reaching retirement age. As a result of these changes, employees were dissatisfied and unhappy.

The final blow occurred when each employee was given an employee bonding form to fill out. After they read the forms the employees joined together into a protective, even rebellious, group. They objected to the bonding forms for several reasons. The issue of bonding had never been raised before. Several employees took this very personally, and felt they were no longer trusted. Many had worked in the store for more than ten years. In fact, three had worked there for over twenty-five years. The idea that they must now be bonded against their potential theft of store goods and money was intolerable. They were indignant and said. "If we were going to pilfer from the company, we would have done so long ago." Another major grievance concerned the actual bonding form they were required to fill out. The form asked for very personal information. They were required to give full, detailed descriptions of personal debts, such as how much they owed and whom they owned it to; the income of their spouse; how much money and collateral they had and in what forms; and also any mortgages they held. The employees felt that giving information like this might be acceptable when confidentiality is guaranteed, as it is by the tax department. However, at the store the forms might be read by the manager and the secretary, and might be seen on their desks by another employee. Employees were horrified by this possibility. Information on a family's financial circumstances is a closely guarded secret. It is a prime topic of neighborhood and community gossip. It is subject to much speculation and many negative comments, arising from envy and efforts to make oneself look better than others. Most people do talk freely about others and what they know

about their finances. It is easy to understand why people would have many reservations about releasing hard information on their financial circumstances for community consumption. Part-time employees were also concerned that if management knew that they had any other sources of income, management might use that information to deduct a higher percentage from their meager paychecks.

The employees discussed the bonding form among themselves and all decided they would refuse to fill out and sign the forms. They formed an alliance and picked a spokesman, one of the long-term employees, to let Mr. Hill know their feelings and their decision. The spokesman asked Mr. Hill if the employees could hold a meeting with him, but Mr. Hill refused. Mr. Hill felt that bonding the employees was in the interest of the store. He had previously worked in several other stores for the same company in another province as an assistant manager. He related several cases in which he had fired employees for stealing cash and goods from those stores. He emphasized that he wasn't accusing anyone of being a thief, but that bonding would benefit the store both now and in the future. The employees felt that Mr. Hill was concerned with the store rather than the wellbeing of employees, and they simply refused to sign the forms. Not one employee turned in a form, and they continued performing their regular tasks at work.

After more than a month had passed, no one had completed the bonding form or turned it in to the secretary. Subsequently, Mr. Hill posted a notice in the staff room notifying the employees that the bonding forms were to be disregarded. He did not specify that the issue was permanently closed. Mr. Hill has now been at the store for three months, and management-employee relations remain touchy. Many employees are very concerned about the changes that have occurred and worry about the security of their jobs. #4793

Four friends of mine were at a party, and one of them who was driving got quite drunk. One of the others offered to drive, but the driver wouldn't let anyone other than himself drive his car. When the others told the driver he was in no shape to drive, he flew into a fit and shoved them away from him. He stormed to his car and shouted, "I can't depend on you fuckers anymore." They got in the car with him, and he sped away and hit a truck. All four were killed. #4794

People may only initially reject pressure from others. They may change their minds, be slow to comply, accept begrudgingly, or "drag

their feet." They may be unhappy but feel it is in their interest to go ahead and cooperate.

In every club there are always people who hang around after closing time when the lights are turned up. They may still have a drink to finish or want to remain a while longer to talk to their friends. Waitresses clear bottles and glasses from the vacated tables. Then the doormen tell the remaining people to drink up because it is time to go home. Some people comply and leave promptly, but others will continue to drag behind. Some individuals do not like the idea of being told to finish their drink and leave. Every night there are always a few who take their time and make the night longer for the staff. #4795

In addition, people sometimes reject the person who pressures them or whose models conflict with their own.

A neighbor of mine is an alcoholic and his two sons began drinking at an early age. Both parents felt it was important that the family go to church. But the sons stayed out late drinking on Saturday nights and rarely got up the next morning in time to go. The father decided they were having a bad influence on the other children and kicked them both out of the house. These sons presently work in western Canada. #4796

I couldn't afford to dress half as nice as my girlfriends, so I sort of put together my own styles. Every time I went out with them they would just look at me like I was an alien or something. I felt a terrible pressure to be just like them. Because I couldn't afford to live up to their standards, I felt I wasn't good enough for them. Every one of them stopped asking me to go places, and we slowly drifted apart. #4797

We were at a dinner party, and the guest of honor was the owner of a business. He spent the whole evening talking about how clever he and his son were at cheating salesmen. They would agree to take a large order of an item with their company name printed on it, and then reject the order unless the salesman agreed to sharply reduce the price. The salesman's firm which supplied the product was unable to sell it to anyone else once the company name was on it, and often agreed to let them have it cheaply. What a jerk. I didn't say anything, but I decided I never want to have anything to do with him. #4798

4. Getting back at the other person

Some people seek to get back at those they disagree with. This revenge can take many forms.

Whenever James and I have a disagreement, I don't usually say anything. I just go out and buy something new. It's a way of getting back at him, because he has to pay for it. #4799

My daughter, Allison, is eight years old and has a best friend who lives next door. When they have an argument, Allison will call up her friend, and when she comes to the phone, Allison hangs up on her. About ten seconds later the friend calls our house and hangs up on Allison. This would go on all day if I didn't put a stop to it. #4800

The other day I went to visit some friends in a small neighborhood of five houses. I parked near the end of one person's driveway, but left plenty of room for anyone to drive in or out. However, Jim, the owner of the house did not think so. He told me in no uncertain terms to move my car. After I did so, I told my friend, Calvin, who lives in another house in the neighborhood, about the incident. Calvin said that Jim is an asshole. Calvin got angry over this and he told his neighbor, Franklin, what had happened. The following day Calvin and Franklin both parked their cars in the spot where I had parked the day before. After this, nothing more was said. Now I park my car in this same spot every day. This community pressure was enough to convince Jim to change his attitude. #4801

5. Avoiding pressure and conflict

People seek to avoid pressure and conflict in a number of ways. One is by acquiescing or keeping quiet.

What's the use of arguing about it? It's so petty. I just let him ramble on and agree with him. $^{\#4802}$

Who wants to waste fifteen minutes arguing with that stubborn idiot about the rules? So I let him get away with what he thinks is right. #4803

After I moved I found it tough to make new friends. I discovered the easiest way to make friends was to agree with whatever people said. Now my girlfriend thinks I'm "a yes man," and I find it hard to change. #4804

People avoid conflict by not mentioning differences between their own models and those of other people. If others are not made aware of differences, they can not react to them.

Those two keep coming in my room, making themselves at home, and messing things up. Slobs really bother me, but I'm too nice to say anything. I just clean up their mess and keep quiet about it. #4805

When it comes to conversation with others, my relatives always said, "Don't talk about religion or politics." They know people feel strongly about these topics and often differ. By avoiding these topics, you can avoid a lot of conflict $^{\rm #4806}$

Frequently people decide not to bring up a contentious topic with someone they know they will disagree with.

She's pro-life and I'm pro-abortion. I'm not going to bend, and I can't see her bending either. So why start up something? $^{\#4807}$

I just couldn't argue the pros and cons of birth control with my grandmother. She's set in her ways. Besides it could get personal and I would feel funny talking to her about it. #4808

However, it can be difficult to avoid a topic that you disagree over. People are frequently reminded of the inconsistency between their respective models by the comments and actions of the other person, and they feel compelled to seek consistency by trying to change the other person.

Another way of avoiding pressure and conflict is to pretend to hold the same model as others.

I'm a step dancer and grew up surrounded by country music. When I was fourteen or fifteen, all my friends liked hard rock. They would have laughed me out of town if they knew I loved country music. I went along with them, and we all bought hard rock tapes and traded them around. I was too embarrassed to play the music I liked, except when no one was around $^{\rm #4809}$

Every Monday the girls I got around with would sit at the lunch table and talk about going to bed with guys. When it came my turn, I would turn every shade of red because I had no stories to tell. The others would usually laugh at me or ignore me. I got so angry, I went ahead and had sex with a guy I didn't really like and got pregnant. Later I found out that half the girls made up their stories rather than admit they had nothing to tell. #4810

People also use various tactics to delay conflicts between models.

I knew I was in trouble with my girlfriend. I should never have danced with the other girl as long as I did. Afterwards I made sure we stayed with the other people as long as possible so she wouldn't say anything. #4811

I really messed up the special order, and after a four-day wait the wrong part arrived. I didn't want to be the one to tell the boss. So I hid out at the back of the shop all morning. #4812

People also seek to avoid others who pressure them or whose models conflict with their own

When I was four years old my parents went on a trip and left my aunt to babysit the three of us. We three were Jim, my older brother, Susan, my older sister, and me. My aunt was busy cleaning the house and had just scrubbed the kitchen floor when Jim, Bobby (our cousin), and I walked into the kitchen with our muddy boots on. My aunt was so mad. We ran out of the house and hid in the long grass hoping she wouldn't find us. She began calling us, but we didn't dare answer because we were all so scared. Then my aunt and my sister, Susan, began looking for us. It wasn't long before Susan spotted us. I remember running home really fast because my aunt had a stick to beat us with. She caught my cousin and he was the only one who got a beating. I was so scared I hid underneath the couch. I was crying because I wanted so much for Mom and Dad to come home. #4813

She is so frustrating. She thinks she's always right. When we're at odds, even over the slightest thing, I gotta get out of there and find some way to blow off steam. #4814

When I feel a row coming on, I leave the room that instant. I let her sit there a couple of hours to forget about the problem. When I come back she is in a great mood. #4815

I knew he was pissed off about the other night. So I've given him a wide berth for a couple of days. He'll get over it and things'll get back in order. $^{\#4816}$

We just don't get along. So whenever she enters the room, I hit the road 44817

Personally I don't give two shits what he thinks. I'm not going to listen to him if I don't have to. #4818

I overheard two elementary school girls teasing another girl whose pants were too short. "Where'd you get your pants?" "Have you had them since you were four?" "Were you expecting a flood which never came?" The third girl ran away, which surprised the two girls. "I don't know what she's so upset at. We were only joking." "If I thought she was going to take it so hard, I wouldn't have said anything at all." #4819

My previous boyfriend was too forward about sex. So I've started going out with someone else. #4820

I work at a women's clothing store. Last summer a middle-aged lady tried to get me into the dressing room to help her get a bathing suit on. Now all of the staff avoid her, because we know she isn't in the store to buy clothes. #4821

Dad didn't want breakfast, and told Mom, "I'm getting just like you. I don't feel like eating in the mornings." But Mom began to insist he eat something. Dad went out the back door to go warm up the car while the family finished eating and got ready to go. #4822

I heard my sister talking on the phone making plans to go out that evening. She had already promised to stay home and do something for Mom, and I knew she would try to get me to do it so she could go out. But before she could stick me with it, I announced, "I'm going out now. Bye!" and I left. #4823

My husband owes a lot of bills. When bill collectors come to our place, he doesn't want to face them. He hides upstairs or in the barn and he gets me to answer the door and tell them he's not at home. #4824

I went to a restaurant one time and caught the woman at the table next to me nursing her baby. I mean, I couldn't actually see anything, but I knew what she was doing. I quickly got up and left. For God's sake, she could have left the baby with a sitter if she wanted to go out to eat. #4825

I used to take my five-year-old son to a neighbor's house while I worked. At first I thought she was really good with kids. Then one day I stopped by at lunchtime and caught her breastfeeding her daughter, who was over a year old, mind you, right in front of the other kids. I almost felt like reporting her. I'm sure that must be considered some type of sexual assault, to expose your boobs in front of innocent children. Men aren't allowed to expose their dicks, so why should women be allowed to take off their bras? I don't even undress in front of my own kids, let alone other people's children. I told my friend what happened and she stopped taking her three year old to the woman's house as well. I just don't think it is an appropriate thing to do in front of children. She should have more common sense. I thought she was half respectable. #4826

Jack and I planned to get married that summer, but Mom said, "No way! If you want to be part of the family, you'd better not marry any Protestant." I was pregnant and they decided to send me to a convent and put the baby up for adoption. It was quite a mess. My parents hated Jack, and his parents hated me. Right before I was supposed to leave for the convent, Jack and I packed our stuff and moved to Halifax. He got a job and we were married. That was ten years ago, and today you'd never know anything happened. Both sets of parents have completely changed their tune, and the grandchildren are the apples of their eyes. #4827

People also avoid situations in which they are likely to receive pressure to change their models.

I won't play bridge with my wife. She is so critical of the way I play, that I spend all my time worrying that I'm going to play the wrong card 44828

People frequently do not want others to think certain things about them or to interpret what they are doing in a particular way. In order to avoid this, people will try to convince others that they are not doing what others suspect they are.

At home you have to be careful so people won't think you're going steady with a guy. If they see you with a guy repeatedly they automatically assume you are going steady. So if I go out on a date with a guy one night, the next night I'll go out with my brother and his friends, and the night after that with the girls. Or if I go out to a dance with a guy, the next dance I'll go with my girlfriends and dance with lots of guys. Otherwise you're up against the wall, and people will pick on you about marriage and stuff. The worst thing was I went out with this guy for about a month. He lived in a neighboring community and lots of my friends were related to him. When you are not very serious about a person and just want to have a good time, there is nothing more frustrating than having friends come up and say, "Oh I can't believe the look on your face, Janice. You look so happy, I can hear wedding bells." I tell them, "You can hear wedding bells? I don't hear wedding bells." There have been lots of good relationships and friendships broken up because people are put off by comments like that. #4829

People hide personal models from others because they think if others were aware of their models they would reject them or put pressure on them to change.

My friend, Colleen, and I were at a house party. We were both seventeen and it was our first experience with alcohol. The guys we were with offered us a beer and we accepted. We didn't like the idea of drinking, and we didn't like the taste of beer, but we didn't want anyone to think we were wimps. We went into the washroom and flushed the beer down the toilet #4830

My girlfriends and I act really proper, but it's all an act so our parents won't find out what we're up to. We like to have a good time like everyone else, but our parents would kill us if they found out. Also, a lot of people would like to tell them anything bad about us just to embarrass them or just for spite. So we sneak around when we have our kicks. Just last weekend we said we were all staying overnight at the cottage. We got a whole bunch of booze and started drinking, and then the guys came. We do know how to party. #4831

I am female, and my girlfriends and I used to go out to clubs together. I would drive them to the club, and felt it was my job to take them home again. Sometimes a guy would want to take one of my girlfriends home. If she wanted to go home with him, I'd tell her, "No, you have both been drinking. If he's actually interested in you, he'll call you tomorrow for a date when he's sober." I was a real mother hen. I made sure my girlfriends always got home safely. Then years later one of my girlfriends told me that after I got her back home she'd sneak back to the club to get together with the guy. I was shocked. Then she told me my other girlfriends did so too. I called them up and asked them about this and they admitted it, but said, "She wasn't supposed to tell you. She promised she wouldn't." #4832

Larry was late bringing in the hay one year. Because the sun was shining on Sunday, Larry decided to skip church to cut more hay. However, he was well aware of community attitudes against working on Sunday. When the Sunday church service was over and people began to drive past his farm, Larry got off his tractor and lay down in the uncut hay. He didn't want people to see him working, particularly when he had missed church #4833

People in subordinate positions frequently hide conflicting models from superiors or neglect to pursue them. This is often the case when an employee disagrees with a boss or a child disagrees with a parent.

Janie, who is fifteen, was riding with her father one night and commented that driving a car did not seem that difficult. Her father started to get angry and told her that driving a car is a very difficult thing to do. Her father is very argumentative, so Janie agreed with him in order to avoid a fight. #4834

When Carol returned from her first skiing trip, she told her daughter how difficult it was to learn to ski. Her daughter disagreed and said she'd already tried it and found it easy. Carol began to argue and became angry. Her daughter then agreed with her mom just to end the argument. #4835

When I got my test back and added up the marks, I realized the teacher should have given me a better grade on one of the essay questions. I had a good grade, but I knew I deserved better. So I showed the test to

the teacher, who disagreed with me and said I didn't deserve additional marks. I know he was wrong, but I didn't want to make him mad. So I decided not to push it. $^{\#4836}$

In addition, mates and friends often try to avoid conflict between their respective models in order not to damage their relationship.

My wife frequently brings up a topic that I could state my own opinions on, but I don't. We'd end up disagreeing, and she'd get mad, and I would have to patch things up. Things run a lot smoother between us if I just listen to her position and agree with her. #4837

My wife complains, "When I tell you something you should do, you say, 'Good idea.' Then you never do it. That's all I ever hear, 'Good idea,' 'Good idea.'" #4838

My parents never fought face-to-face; they fought by proxy. My sister and I dreaded the weekly trip to the garbage dump, because the parent who was driving would use the opportunity to express his or her frustrations with the other parent. I remember the time the electric company sent us our final notice, and Dad told Mom to be sure to notify them that she'd already paid the bill. She forgot to do so and the man arrived to cut off our electricity. Was my father ever angry! He ranted and raved about all of my mother's shortcomings for an hour in the car. But when we got back home, he was nice and kind to Mom as though nothing had happened. Both Dad and Mom constantly complained to my sister or me about each other or about one of us. They'd say, "My god! What is your mother's problem?" "That man is driving me crazy," and "I guess your sister will have to learn the hard way." My sister and I found this quite stressful, and my parents would ask why we looked so upset all the time. Then one night at the kitchen table, my parents announced, "Through all of the past twenty-two years, we've never once had a fight." That was too much for my sister and me. We told them, "Maybe you don't fight with each other, but you do fight." After we talked about it, my parents began to express their complaints directly to each other. Since then my sister and I have realized we fight by proxy too. Now my parents say, "If you have a problem with your sister, talk to her. I'm the wrong person to discuss this with." #4839

When relationships are breaking down, one or both individuals have less incentive to maintain good relations and avoid conflict. Therefore they are

less likely to ignore differences between their models and are more likely to mention them, air them, and argue about them, and they are less willing to compromise.

6. Trying to defuse the situation

When a conflict occurs or is imminent between people holding different models, they may try to defuse the situation. They may make amends or provide the other party with a good excuse to ignore the conflict.

Whenever we have an argument, flowers help me smooth things over. I should get a quantity discount from the florist. #4840

I work at a fast-food restaurant and a customer came back in to complain that he wasn't given an item he had paid for. I clearly remembered putting the item in his bag. But I didn't want to get into an argument with him, so I went and got him the item again. #4841

When I don't get home on time and miss my curfew, I can usually lie my way out of it. I know it's dishonest, but it doesn't hurt anything. One time I said I was with a guy who was trying to commit suicide and I had to talk him out of it. My parents believed me, and didn't get mad I was late #4842

7. Combining responses

People may respond in more than one of the preceding ways when they seek to deal with pressure and conflict. Also, different people may use different responses in the same situation. As a result one frequently sees people employ more than one of the following: complying, objecting, rejecting, getting back at the other person, avoiding, and trying to defuse the situation.

Nothing scares a driver who has been drinking more than being asked to take a breathalyzer test. Failing the test can result in jail, serious fines, and losing one's license to drive. Drivers can be pulled over by a patrol car, or simply be stopped at a road check. They will be required to take the test if they show signs of being under the influence of alcohol. Such signs include speeding, weaving, driving too carefully, or ignoring traffic

signs; having slurred speech, bloodshot eyes, or the smell of alcohol on their breath; stumbling when getting out of a car; or being unable to walk a straight line. The test determines whether the alcohol content of one's blood exceeds the legal limit for drivers, or 80 milligrams of alcohol per 100 milliliters of blood.

People on Prince Edward Island are caught in a difficult position. If they wish to get together with other people they have to travel away from home. Clubs, dances, and parties are usually located some distance from where most participants live. In addition, most social activities are located in a few population centers. Moreover, bus services are almost nonexistent on the Island and do not operate at night, and taxis can only be found in a few larger population centers. If one drives from a distant community to a major population center it is prohibitively expensive to pay for a taxi home and one would not want to leave one's car behind in any case. Therefore almost all travel to and from social events and facilities is by private vehicle. At the same time, most people view drinking as a necessary part of socializing and having an enjoyable time. Faced with the prospect of not drinking, many people would wonder whether it was worth leaving home. Thus many people have to develop and employ strategies to minimize the possibility of taking and failing a breathalyzer test.

A variety of strategies are used to make sure the driver remains sober. Many drivers seek to limit the amount they drink. In some male groups each individual takes a turn driving and not drinking for the evening. The others drink all they want knowing they will be delivered safely home at the end of the night. Because females at social events usually consume much less alcohol than males, they are frequently expected to drive others home. Normally getting to a social event is not a problem, because most drinking is done at the event, rather than before. At the end of the evening, girlfriends, spouses, and females not in a relationship frequently do the driving. Sometimes they are none too happy about the situation. "Even if I tell my husband I'm planning on drinking at the party, he goes right ahead and gets drunk. Therefore, I know I can't drink very much, because I'll have to drive anyway. He can kill himself when he's alone, but he's not going to kill me." Sometimes people ask around to find someone who can drive their car for them. "At home, dances are held in the Curling Club and many who attend live out in the country. I've had a friend ask me if I was sober enough to drive his car back that night. I wasn't and suggested he find someone else." In such cases people look for someone who lives along their road. The sober driver drives as far as he or she lives, and then the

intoxicated driver takes over. The latter feels that once he is that close to home he will make it the rest of the way without being caught.

Other options are employed when a sober driver is not available. If one lives in a population center, he can take a taxi. "Several weekends ago a number of us had a few drinks in our apartment and then decided to drive to a bar downtown. As the night wore on we all became quite drunk. At the end of the night none of us were willing to drive home and take a chance on losing our license and getting a huge fine. Therefore we took a taxi and left the car behind." Often at house parties people who are too drunk to drive will spend the night. "My town has a population of 1500, but no taxi service. There are numerous house parties which start early in the evening and continue into the wee hours of the morning. Although there are usually a few individuals who drive home drunk, others stay over. My brother had a house party this summer and told me there were people lying all over the place the next morning when he got up for breakfast." Some people will walk or hitchhike home to avoid a breathalyzer test. "I left the dance about one o'clock and waited alongside the road for someone to give me a ride. It was so damn cold I had to start walking just to keep from freezing. Since no one came along, I had to walk all the way home."

Then there are strategies for those who decide to drive home even though they've had too much to drink. One approach is to take the roads that are least traveled toward one's destination. This often means going over unpaved and backwoods roads. These are felt to be safest because the police seldom patrol there. "During the past summer a group of us went to a beach party after a dance. Our driver was quite sober and we took the main highway out to the beach. We picked up beer at the bootleggers on the way out and drank it at the party, which lasted until about four o'clock in the morning. No one was in the greatest shape to drive home, so the only solution was to take the back roads and hope we didn't meet the RCMP (Royal Canadian Mounted Police). We were forced to travel miles and miles, and one road was so rarely used it was covered with grass and weeds. We were fortunate and made it home without being caught. One person at the same party stayed at the beach and slept in his car. He told me the next day that he did so because he had had so many close calls with the police lately that he felt they were keeping an eye on him." Occasionally one hears of people arrested on such back roads for impaired driving. In my hometown, there is usually only one RCMP car patrolling at a time. One person I know will leave the local bar and sit and wait in his car and watch to see where the patrol car is headed before he leaves for home. Once he knows where it

is going, he leaves in the opposite direction. He explains, "It works every time, and hopefully it will keep on working."

Once it becomes clear one is likely to be stopped by the police, an additional set of strategies comes into play. Some people chew gum or eat a breath freshener in the hope that if they are stopped, the officers won't smell alcohol on their breath and request a breathalyzer test. Others eat cigarettes just before going on the breathalyzer. They believe the tobacco will cover up the smell of alcohol and provide an incorrect reading on the test. A young guy from my community actually tried this and got away with it. He said, "On the way to the station I took out two cigarettes and chewed them for awhile. Then I swallowed the tobacco and passed the test." Another approach is for the driver to switch seats with a sober passenger. "I was driving home with my girlfriend one night and came upon a roadside checkpoint with a mobile breathalyzer. I had had a few drinks and my girlfriend hadn't. I wasn't drunk by any means, but I wasn't so crazy about the idea of being put on the breathalyzer. As we slowed down the two of us changed places. I don't know how I would have done on the test, but this way I didn't have to chance losing my license."

Even if one does not pass the test, there are ways to deal with the situation. The primary way is to talk your way out of the penalties. One person I know was stopped when he was driving away from a bar. He had been drinking, and when pulled over he became very nervous and upset because he expected to lose his license. The RCMP took him to the station, where he failed the breathalyzer test. However, he was able to talk his way out of it by explaining that his job depended on having a driver's license. One strategy which does not work is to act really obnoxious toward the police when you are taken in to take the test. If your reading is right on or a little over the limit, the officers will have no pity on you at all, and probably make sure you are convicted. #4843

Taking the models of others into account

People are often aware that others hold different models than they do. Even if they do not agree with these models, they may act in such a way that they do not disturb or upset those who hold them.

Taking the models of others into account

After my surgery the surgeon told me he had put in nine staples to close up the incision. Then he added, "I'm careful not to put in thirteen, because some people are superstitious." #4844

I think the best way to keep your man is to have lots of patience. One weekend my boyfriend decided he would get drunk for the weekend. On Saturday night I was about to blow my top. But then I said to myself, "What's the use? Tomorrow morning he won't remember a thing I've said." On Sunday, he knew I was mad, but I never said anything to him. The next weekend he was as good as gold. I figured he would behave as long as I did not tell him what to do. But if I blew my top and told him what I thought he should do, he would just get drunk again to prove I did not own him. #4845

I wish my daughter wouldn't get around with those older girls. I don't like to say it, but I know that crowd is just plain trouble. But what's a parent to do these days? If I told her that she couldn't have them as friends, she would do the exact opposite. So I just let her go and learn her lesson the hard way. #4846

I always offer to pay for the girl on a date. But if a girl seems headstrong on paying, I'd rather give her the bill than cause a major fight. As long as the girl realizes that I am fully *willing* to pay, it doesn't *bother* me if she ends up taking care of the tab. What is important to me is that we both have a really good time. End of subject. #4847

I guess every woman should be able to make her own choices when it comes to feeding her baby. I was personally never comfortable with the idea of exposing myself to anyone, so I never even tried to breastfeed. But if other women have no problem with it, I am certainly not going to say anything negative. To each their own, I suppose. #4848

When you travel you want to go with the flow. You try to adapt to the local way of doing things. You are often surprised by some of the things you encounter, and sometimes unpleasantly so. However, there is no way you are going to get other people to change, so the best thing to do is grin and bear it. I hate soda water, but it was all I could find to drink in much of Ecuador. I don't like the fact dishes in restaurants in Vietnam are often washed in the local polluted rivers. I'm not happy that the motorcycles in Rome roar across the intersections against the traffic lights while you are still crossing the street. But if you are going to travel, you have to put up with these kinds of things that you aren't used to. #4849

People are normally mobile and actively pursue their own models. The actions of other people are an important part of our environment, and can facilitate or interfere with our own pursuit of resources. As a result it is in our interest to accurately determine what others are doing and why they are doing so. It is very helpful to correctly identify the models that the people we deal with are using. It makes a great deal of difference to us, if the person approaching us intends to get a drink from the water fountain just behind us or intends to hit us in the face. As a consequence, people constantly try to determine what other people are doing and why, particularly when their behavior may have an impact on them.

I was at the university in Berkeley, California, and one day I started to cross the street at a pedestrian crossing. There were a number of people crossing toward me from the other side of the street. One of them was a young muscular man in shorts without a shirt on. He had a pole in his hand he was using as a walking stick. As he crossed the street with the others he took his pole and struck a man ahead of him from behind over the head, and the pole broke in half. I don't think they knew each other. I decided if I saw the young man again I would keep my distance. #4850

I have a black and white cat named Oreo. She was once a stray, and is still pretty nervous. The other day I walked across the room to raise the blinds on the window. Oreo was under a table in front of the window. She saw me coming and ran for her life. Clearly she thought I was headed for her instead of the window. #4851

The more your resources are affected by another person, the more interest you have in knowing what that person is doing and why. Thus immediate family members constantly try to find out what each other is doing, where each other is going, and when they will return. If this is unclear, family members frequently ask each other for clarification.

When my wife is out of town visiting her relatives I like to phone her each day and find out how she is doing. If I don't do this I start to worry about her. Then after I've talked to her my worries disappear. #4852

The more you know about what others are doing and why, the easier it is for you to get them to cooperate with you, and the easier it is for you to avoid interference from them.

Tolerance models

I own an antique store in town. Last year someone new moved to town and opened a competing antique store. She has a large selection, low prices, and advertises extensively. I know from talking to her that she intends to expand and to be the largest antique store in the region. Right now she rents her store. She hopes her sales will allow her to buy a building and then she will pay the mortgage on the building by renting the rooms on the upper floors. The building would allow her to double her sales area. It's true that customers like to go to the biggest store because there is a larger selection. She thinks that the more stock she has the greater her sales will be. I don't think this is necessarily true. I know that there is only so much demand for antiques. If you expand beyond that point you raise your overhead but not your sales. I can tell from talking to her and seeing what she has in her store that she thinks quantity is king. She continues to add poor stock that there is little demand for. I've learned from experience that half the customers that enter your store want something very specific, and you either have it or you don't. So I see my objective is not to acquire more stock, but to get the items that customers continue to ask for. She must not know what customers want, because she has very few of those items. However, she will learn this over time. She rationalizes that there are so many different kinds of antiques she can't possibly have more than a few of those that people ask for. One advantage I have is that my overhead is low. Also, I have a long-term relationship with many local people who buy antiques. There are already too many antique stores in this area relative to the size of the population. It will be quite interesting to see how well she does over time. #4853

Tolerance models

Despite the difficulty people have allowing others to pursue models which differ from their own, people do hold models which encourage them to accept conflicts between their own models and those of other people. These models, which we can call tolerance models, recognize that others have a right to their own models. These are described in various ways, including "freedom of speech," "freedom of choice," "live and let live," "everyone has a right to their own opinion," "we agree to disagree," "different strokes for different folks," "what's good for some, isn't good for everyone," and "cultural relativism."

My children have to live their own lives. As long as they're happy, I don't care what they decide to do. #4854

My friend tells me, "I disagree with you. But I respect your opinion." #4855

Nevertheless, people place real limits on how far they are willing to go with tolerance models. Thus they are likely to forget about tolerance when dealing with someone they strongly disagree with. For example, this might be someone whose models encourage him to bully, beat, rape, or torture others; steal their property; commit murder; practice incest; infect others with disease; advocate genocide; or encourage sex between children and adults. People also have a difficult time living up to their tolerance models when they are faced with people who are intolerant of others.

People also adopt certain other models which enable them to accept conflict between their models and those of other people. They may decide that establishing or preserving a good relationship with the other person is more important than insisting that the other person adopt their model. Or they may feel it is only fair to compromise, to find a middle ground, or to take turns accepting each other's models.

My wife and I went out for supper, and afterwards my wife suggested we go dancing at a reception we'd been invited to. I was going to suggest we go home and see the movies we'd rented earlier that day. So we compromised. We went dancing for awhile, and then went home to see one of the movies. #4856

When my boyfriend and I go out, we both decide where we want to go. If one of us doesn't want to go where the other wants, we compromise. My boyfriend will decide where we go on Friday night, and I will decide where on Saturday night. #4857

My husband and I take turns picking places to go on vacation. It's my turn next, and I'm reading a guide book on Costa Rica, which is where I want us to go. Next it'll be his turn, and I think he'll want to go to Indonesia. After one of us picks the destination, each of us gets to plan half the vacation while we're there. When we were in Hawaii, we alternated days. One day he decided what we'd do; the next day I decided. This way we both get to do exactly what we want half the

Tolerance models

time. If we try to find a middle ground that is always acceptable to both of us, we'll never do lots of the things we really want to do. #4858

Our family went on an excursion to visit several tourist sites. We drove a large van and because we had room we invited a couple of friends along. During the drive one of the friends became carsick twice. When we arrived at one of the sites it was time for dinner and there were boats available that served dinner while they toured the river. My wife wanted us to take one, but I objected because I knew our friend was likely to get seasick. My wife became quite upset with me and argued that our friend should just accept this. I didn't feel this was right because I felt we should look after the welfare of everyone in our group. Finally my wife suggested we have dinner in the boat but keep the boat tethered to the shore so our friend would be less likely to get seasick. This is what we did and she didn't get sick. #4859

Ideally, our education system would teach tolerance of alternative ways of thought. We do this a little bit when we read about the reasons other cultures do what they do, and also when we debate different issues and assign people a position to advocate that they may not agree with. But this is just a drop in the bucket. Think about what could be done. What if students had to present both pro and con on all discussion questions? What if students were tested on how well they could present another person's point of view? And what if the school system encouraged each student to adopt a different religion each year? This year you might be Hindu and next year Buddhist. We could also do this with different political philosophies. #4860

In addition, people may decide to accept what another wants in order to avoid having to do something themselves.

I've always felt that if someone goes to the effort to prepare a meal, I have no right to tell them what to fix or how to fix it, or to say anything negative about it. I'd much rather have them do it, and eat what they prepare, than have to cook something myself. #4861

There is a popular belief that talking about one's differences will enable individuals to reach a common, cooperative understanding. Talking about one's models helps both parties to understand why the other person

behaves as he does. At the same time, talking about differences enables people to learn just how much they differ from another person. Moreover, understanding the other person's model enables each party to make a more direct attack on it. As a result, talking about differences may produce more conflict.

Agreement over models

A great deal of establishing consistency does not involve conflict. People frequently coordinate their activities and cooperate with each other and do so willingly. In other words, they establish cooperative models and use many of the tactics listed above to do so. When they communicate together they formulate and agree upon common strategies, times, and places to execute specific models.

The receptionist gave me an appointment to see the doctor at four o'clock this afternoon #4862

Time to get up. You asked me to wake you so you can go with us to the Farmers' Market at eight o'clock. #4863

What time do you want to go home for dinner? I can leave work anytime and pick you up. #4864

This morning my manager suggested we have a meeting to discuss the fact an employee is leaving and to decide what kind of replacement we want. I agreed that the meeting is a good idea. #4865

My girlfriends and I call each other up to find out what we're wearing to go out or to classes the next day. This lets us make sure we're dressed the same $^{\#4866}$

My wife and I decided that our daughter had been working so hard in school that we should reward her by letting her do something during the summer that she really wants to do. We talked about paying for her to go on a horseback riding trip or to visit Toronto. #4867

Agreement over models

In the past on Prince Edward Island there were no such things as snowplows to clear the snow after a severe winter storm. The men in the community would get up at dawn, have a hearty breakfast, and start "road breaking." They would shovel the snow out of the road right down to the school and wouldn't stop until the path was cleared to the local grocery store. #4868

I live about seven miles out of town on a street off the main highway. There are eight families in bungalows on the street. We often have to work together with the other families to get something done. For example, we found the street quite dark at night and decided we needed a streetlight. We inquired and learned that because our street was so far from town, we would not be given a public light. Instead, if we wanted one, we would have to pay for it ourselves. We got together with the others on the street and decided to share the cost between the eight households. We also decided where the best location for the light would be. Another time, my family wanted to get our driveway paved. The paving company said they wouldn't come all the way from town just to pave one driveway. We called a few of the families on the street to see if they were interested. Three other families agreed, and we had our driveways paved. #4869

There is a significant difference between your average cook, or line cook, and a chef. A chef is a highly paid professional kitchen manager who specializes in menu building. A chef often works in a specialized establishment where meals may take half an hour or more to arrive at the dining tables. A line cook, on the other hand, is rarely educated in the trade. Often he has entered the business in need of a job or thinking it is a good place to start his career, but never moves on. Line cooks are found in almost any typical restaurant. These cooks live their life in relation to their kitchen, often working from six to sixteen-hour days, rarely allowed a real break, constantly needing to be busy, and working as quickly as possible. There is also the prep cook/dishwasher in most kitchens as well. Prep cooks are responsible for dishes, cleanup, and preparing some of the easier foods, such as sliced tomatoes or salad lettuce.

The principle attitude in every kitchen I've ever worked in is "work or get out." From fifteen minutes prior to the start of your shift, until fifteen minutes after you have confirmed that is all right to leave, you are expected to be constantly in motion. There is a constant need for cleaning, prepping food, and washing dishes, and each job has to be done as quickly as possible. It isn't enough to be doing something. You have to

be doing it perfectly and to be finished by a specified time. There are no scheduled breaks. If you do not smoke, some days you may not have a break. The attitude is "We like to see people working. But if you feel that you absolutely have to sit down for a minute, please make it as quick as possible."

A cook can not survive in the kitchen without working as hard as he can. There is no way to slack off. Someone will check up on you to make sure you are working as hard as possible. The first cook that comes in in the morning checks to make sure that the person who was on the night before did their share to maintain the kitchen. This is not a matter of distrust that causes the cook to check. It is the duty of everyone in the kitchen to make sure that everyone else is doing their share and therefore deserves to be included in the kitchen. Management does all the hiring. Therefore, this is the cooks' way of screening fellow employees and maintaining control of their environment.

There is an attitude of survival of the fittest in the kitchen. Those who work hard fit into the group. Those who don't are ostracized and the group presses them to quit or does their best to have them fired. There is no tolerance of complaining or weakness. One new cook was out of breath after mopping the floor every night, and was quickly talked into quitting. It does not matter how good a cook you are. If you are not willing to put in the same long hours, do the same tasks, and work as quickly as the other employees, you are not respected. Status is based on these criteria, not on experience or job title.

The emphasis is on teamwork, and the operation of the kitchen depends on it. Everyone has to be good at every task, whether it is prepping, calling the lunch orders, or doing dishes. You have to be ready to jump into any role depending on what is happening. A typical day in the kitchen revolves around two events, lunch and dinner. When a cook begins his shift in the morning his concern is only with making sure that everything is ready for everyone else to come in and handle the lunch rush. During the rush there are three to four people on the line, each at their station, whether it is calling the orders and plating the food, handling the deep fryers and doing the dishes, making the sandwiches and salads and running for prep when something runs out, or being on the flattop and cooking burgers, nachos, stir fries, and anything hot. In the middle of a rush, the cooks work like a smooth running machine, passing plates of food up and down the line, helping each other when one station is busier than another, and knowing their place and working to get the food out to the customers as quickly as possible. After a rush everyone splits up and covers a task so they all get done in time for

Agreement over models

the next rush. Someone stays on the line to handle incoming orders and clean the deep fryers, someone cleans out the dish pit and cleans up the kitchen, and someone runs off to top up all the prep for the day.

In addition to being expected to work quickly and smoothly on the line, there is an unspoken rule regarding schedules and hours. It is the responsibility of each cook to be available whenever needed, be it on their day off, after their shift is officially over, or after they have already finished and gone home. The time you are scheduled to be off is considered to be just a suggestion. Members of the kitchen staff are expected to be available at all times. If there is a rush you are expected to stay until it is over and the dish pit is cleaned. You can not leave in good graces unless you check first to make sure that there are only a couple of customers out front, that the kitchen is cleaned as much as possible and is set for the night in terms of prep, and that there are no more tasks you can do for the person who remains. "It's a kitchen. You stay until the work is done, not when the schedule says." Someone who can not come in on their day off, or can not be relied on to return and help out, is looked down on and ignored for a day or two when they return to work. They are not considered part of the team for a period of time and are kept off the line as much as possible and given the worst jobs. One person who worked in the kitchen was called to come in on his day off and did not answer his phone. Staff in the kitchen continued to call him and leave messages. The next day that he came in he posted a notice in the staff area. It stated that he did not want to be called on his days off, and if he was, he would start calling everyone else on their days off too. From then on he was ignored. He finally decided everyone disliked him and did not return to work.

This same principle applies to the sick and injured. If you can stand or sit, then you can work. Calling in sick is almost unheard of. Even being actually sick is almost not enough to get you a day or two off. I have known cooks who have cut off a finger while doing prep in the morning, gone to the emergency room at the hospital, and been back in the kitchen in time to cook for the dinner rush. In my present kitchen the cook who is the kitchen manager is an exception. Occasionally he has left early or called in sick, usually because he is hung over and grumpy, and he seems to get away with it. Another cook in this kitchen called in sick, because of a hangover, and she had to work a twelve-hour shift the next day when the cook who had replaced her called in sick to get back at her.

The kitchen is considered a man's domain. Women are not tolerated for long unless they prove themselves to be one of the boys. They must

be willing to tackle the more disgusting and harder tasks, such as cleaning the deep fryers. This includes carrying about ten liters of hot oil from the line area of the kitchen into the back alley where it is dumped into large drums. Joking about bodily functions and sex is mandatory, as well as putting up with ass slapping and other forms of sexual harassment. Females become welcome members of the group by putting up with this. They are expected to play along and roughhouse with the boys. If a female is not considered good for the kitchen she is ignored completely. A female who is accepted by the group is protected by the male members of the kitchen. When a female cook's ex-boyfriend was harassing her, one cook acted as her bodyguard and another, who lived next door to her, kept an eye on her apartment whenever he was home. The management of the restaurant treats female staff as weak, and if a woman wants a problem resolved she is thought to be complaining or grumpy because it is her time of the month. This attitude is supported by the behavior of the female servers, who spend their breaks gossiping in the staff area.

Knives are a big thing. Every cook has a preference and some cooks often bring their own knives to work. Two cooks have their own sets that they keep in the kitchen for their private use. Some consider this pretentious, but even they bring their own special utensils on occasion. Some of the larger implements are named. An oversized wooden spoon is named after a previous employee. A meat cleaver is named after another ex-employee that the staff felt was a prime candidate to be a serial killer. One cook has named the metal pastry cutter that he uses for flipping eggs after his daughter.

Cooks consider the servers to be a mild irritant. They tend to treat them as favored relatives or children. Cooks provide servers with protection from rude and difficult customers. They also help the servers prepare their desserts and condiments, and they occasionally serve tables which are close to the kitchen when a server is too busy. Servers sometimes make difficult requests in order to get better tips from their customers. Servers regard the cooks with a certain amount of trepidation, and check to see what kind of moods they are in, who is working with whom, and what the overall atmosphere of the kitchen is. They would describe the cooks as temperamental, and if there is a particularly difficult rush, servers will avoid the kitchen for fear of the cooks' tempers. The wives of the owners of the restaurant often work as servers. They treat the kitchen staff like illiterate morons. They repeatedly come back to check on their orders. They also explain the exact method of preparation and presentation they want, even though they have never worked in a kitchen and do not know anything about how it works or

Agreement over models

the recipes we use. Management always treat the cooks as eccentric employees whose quirks and attitudes are amusing.

The cooks form a tight social circle outside of work. Two or more will frequently get together at an apartment to drink and smoke marijuana or to go out to a club together. They help each other out and may room together. Cooks tend to avoid those outside of the service industry, unless they are already good friends. They recognize there is a generally held stereotype that line cooks are crass, dirty, delinquent individuals who can not get a better job. I have encountered this attitude a few times when I've applied for retail jobs. Once you have worked in a kitchen for any period of time, it is difficult to move out of the industry even if you have the education and experience to handle other jobs. This is one of the reasons why cooks stick so close together.

Most of us believe you should not become romantically involved with those you work with. The cooks who break this rule can pay dearly for it. After one couple broke off their relationship, their work suffered considerably and they often fought. It got so bad that they could not be scheduled to work at the same time unless there was a third person in the kitchen. One evening when they were both working they got into a shouting match and the girl ended up in tears and then punched the male. The rest of us felt she should be fired, but management was not present and they ignored the situation.

All of the line cooks feel that because of the stress of their jobs, they have to find some way to relax at the end of the day. All drink and smoke marijuana on a regular basis. All but one smokes cigarettes. There is a stereotype that all cooks smoke something or they just won't survive. I have never met a line cook over the age of forty-five. The general consensus is that the trade does not support a long life.

One tradition is that there are ghosts in the restaurant. There are four ghosts in my present restaurant. One is a small boy who plays behind the bar in the customer area. Occasionally he runs through the kitchen to the back room, which is haunted by a lady in white. In the stairwell to the basement is another ghost. He is a dark man who sometimes comes up to the line and watches everyone at work. Two years ago a drug addict who lived above the restaurant died of an overdose, and his ghost, dressed in a delivery man's olive uniform, haunts the prep room when he tires of roaming through the house above. Almost every member of the staff, other than the management, believes in these ghosts and there are regular sightings of them. Accounts of the ghosts are used to add a thrill to a boring day, to test the new employees, and to provide an excuse for a job that is poorly done. Another belief is that it is bad luck if one does not participate when there is a staff event or a collection for a charity. #4870

People even indicate to others in advance that they are willing to cooperate and help them execute their models.

Do you need some money for your trip? #4871

What can I do to help you get ready for the party? #4872

People often see that cooperating with others is to their advantage. Even if they do not obtain immediate gains, they are more likely to receive cooperation from the other person in the future.

A great deal of talk with others deals with how to accomplish objectives. People make plans together concerning work, family, home, pets, shopping, entertainment, vacations, gardening, and use of cars. People frequently talk to others when they identify alternatives; consider problems, obstacles, and difficulties; establish priorities; select models; and monitor progress.

After giving birth to my first child I was saddled with many new responsibilities. However, my husband's life hadn't changed. He could pick up and go whenever he felt like it, and he had no idea what I had to do all day. My resentment kept building until I finally blew up. We discussed it and we worked out specific times when my husband is completely responsible for our child. In addition, one full day a week I am totally free to pursue my activities and one evening a week he has to get our child ready for bed. #4873

I have a business partner and we recently sat down to talk about our advertisement in the telephone book. We would save money if we change to a smaller ad this next year. But it would bring in less business. So we decided to keep the size we presently use. We also need to print a new business card, and we talked about what we want it to look like and what kind of paper to use. #4874

Often each person produces models, and then those involved discuss and decide which models to adopt.

People also cooperate together in order to build common models to understand what is happening. They share information and help each other interpret this information.

We went to a small dinner party and afterwards when we got home my wife and I compared notes about the hostess, who is middle-aged. My wife said the hostess asked her where she worked. Shortly afterwards she asked my wife the very same question again. The hostess also asked my wife if she had read a particular book and talked at length about the author. Twenty minutes later she asked my wife again if she had read the same book and repeated her statements about the author. I told my wife that when the host was asked by the hostess (who is his wife) if he wanted tea, he turned it down two different times and said he would wait for coffee. Shortly afterwards the hostess brought him a cup of tea. We decided she has very poor short-term memory and we wondered if she has Alzheimer's syndrome. #4875

A colleague and I spent over an hour discussing our supervisor. We pooled our knowledge to determine where he's coming from, what he wants to accomplish, and how he works. He's not going to change, and we're wasting our breath if we try to change him. We have to argue in terms of what he wants, if we hope to have any influence with him, and we talked about some strategies we could use. #4876

Getting oneself to be consistent with one's models

In order to put their models into effect people have to control more than their environment and other people. They also have to control themselves. They apply various tactics to get themselves to cooperate with their models. As a result people are able to get themselves to comply with most of their models. The models that people establish for themselves are in response to their feelings. These models specify the specific behaviors which people think will help them satisfy hunger and thirst, experience pleasant tastes, avoid and get rid of physical discomforts and pain, conserve time and energy, employ orientations, protect themselves and their resources, take necessary precautions, obtain the positive reactions they want, obtain positive stimulation, engage in sex,

avoid criticism and rejection, avoid guilt, and obtain what others have. People are strongly interested in getting themselves to apply the models they select to satisfy these feelings.

Nevertheless, people frequently act in ways which are inconsistent with the models they hold for themselves. People may fail to comply with specific models because of conflicts with other models they hold. Many conflicts between models occur because of the difficulty of trying to satisfy a variety of feelings. People design and juggle countless models in an attempt to satisfy their feelings, and these models compete with each other for the person's time and energy. There are so many different models a person could pursue at any given time, that he needs to use additional models which will help him select between models and execute them in the best order. A person constantly has to establish priorities and decide which model to pursue at the current time. Otherwise, he can not operate effectively.

I'd like to help my kids more with their homework, but I just don't have the time and energy. My daughter, who's in high school, may be developing a psychological block against math and computer programming. She has a good mind, but is getting frustrated because she says the other kids find these subjects much easier than she does. If I want to help her, I'll have to study the books and practically do the courses myself. But my work doesn't give me time to do this. #4877

On the weekend, I often plan to get some work done I need to do. But then my wife usually wants to take a walk, go to the beach, or get together with some friends. I want to please her, and I understand her desire to take a break from work, so I always go along with what she wants. #4878

When you trade stocks you are caught between two conflicting needs. One is the need to find and pursue opportunities which are likely to make you money. When you see a good opportunity, you load up on a stock, and often go on margin, or borrow additional money, to do so. At the same time, there's the need to protect your capital from excessive risks, which means you should carry no margin at all. When I'm trading stocks and stop and realize how much margin I've taken on, I know I have to

sell some stock to get rid of part or all of the margin. But it's really hard for me to do this, because it requires selling stock I've bought to take advantage of additional opportunities. #4879

When I was fifteen I played Bantam hockey. In addition to regular practices and local games, we went on sixteen weekend trips and would leave on Thursday or Friday morning and get back late Sunday night. All year my teachers were on my back about missing days of school, not getting my homework done, and not turning in assignments. I knew my education was more important than playing hockey. However, when I mentioned this to my friends on the hockey team, they said the hockey season would be over in March and I could concentrate on my books until June. They pointed out that guys on the team would be pissed off at me for bringing this up and start saying that I was quitting and letting the team down. So I continued playing hockey, but I failed school that year. From then on, every summer I debated with myself whether I should play the coming year, or give it up and try to do well in school. I continued to play.

Two years later my hockey was going well, but my school work wasn't. We won the Island championship and went to the national championships for a week. However, that was the same week we were supposed to write exams in school. When I told my teachers I wouldn't be there to write them, they couldn't believe it. They reminded me my grades were poor, I had already failed a grade, and I had to get my priorities straight. I passed that year, but not by much.

Again that summer I thought about whether to keep playing hockey, concentrate on school, or try to organize my time better and do both. I decided I wouldn't play anymore, and when I told my friends, they said they didn't blame me. I was happy to hear that. They had realized that hockey was hurting their education too. Today I still play hockey, but only for fun. When it gets in the way of my schoolwork, I drop the hockey because my education is more important. #4880

In the following section we will consider the tactics people employ to get themselves to comply with their own models and to deal with conflicts between them.

Many of the tactics that people employ to get themselves to carry out their models are simply those that are required in using models. These include recognizing feelings, identifying models, considering alternatives, establishing priorities, deciding what needs to be done, identifying obstacles, dealing with obstacles, and monitoring results. These are discussed in the previous volume on Using Models, or Volume Four of this series.

At the same time people employ various tactics in their efforts to get themselves to conform to and execute their models. Such tactics may be successful or unsuccessful. They include the following:

- 1. Deciding what one has to do
- 2. Deciding what one wants to get done
- 3. Identifying what one should do
- 4. Setting limits
- 5. Telling oneself to do it
- 6. Keeping a task in consciousness
- 7. Using a reminder
- 8. Using a number
- 9. Identifying consequences of not following models
- 10. Complying with one's self-image
- 11. Criticizing oneself
- 12. Avoiding self-criticism, or guilt
- 13. Telling others what one is doing
- 14. Establishing an obligation to another person
- 15. Getting organized
- 16. Preparing oneself mentally
- 17. Consciously rehearsing a plan of action
- 18. Facilitating or limiting access
- 19. Continuing to make it a top priority
- 20. Doing it now
- 21. Avoiding distractions
- 22. Doing something for fun first
- 23. Reducing tension

- 24. Initiating an activity
- 25. Starting with what you feel most like doing
- 26. Doing easier things first
- 27. Doing the most important thing first
- 28. Doing the most pressing thing first
- 29. Doing less important or less pressing things first
- 30. Assigning a specific time
- 31. Setting a deadline
- 32. Alternating activities
- 33. Setting an objective for oneself
- 34. Rewarding oneself
- 35. Waiting until one feels rested
- 36. Waiting until a better time
- 37. Doing so before you do something else
- 38. Working on one thing at a time
- 39. Working on one piece at a time
- 40. Doing it carefully
- 41. Adopting a simpler approach
- 42. Switching to a second activity
- 43. Taking it off the top
- 44. Gradually increasing or decreasing the activity
- 45. Putting in extra effort
- 46. Trying to establish a routine
- 47. Checking on oneself
- 48. Getting help or support from others
- 49. Adopting supporting models
- 50. Persisting

1. Deciding what one has to do

People frequently identify what they must do. This may be to get up, feed the pets, get ready for work, fix breakfast and eat, get the children ready for school, go to work, do one's job, eat lunch, return home, feed the pets, fix dinner and eat, wash dishes, get the children ready for bed, and go to bed. There are countless things that people must decide to do in order to accomplish their goals.

I have to get up by 6:30 AM if I want to get to work by 9:30. There is just so much I have to do before I can leave home each morning. #4881

I know if I am going to have a vacation, I have to decide where to go and arrange air tickets and a hotel room. It's easy to put this off, but I can't do this if I want to go somewhere this year. #4882

2. Deciding what one wants to get done

People may decide in advance what they hope or want to get done.

Sometimes when I wake up in the morning I lie in bed and think about what I would ideally like to get done that day. I think this helps me get a lot more done than if I simply decide to go to work. #4883

Often when I have lots to do, I can work all day and still feel I haven't really put a dent in anything and be dissatisfied with myself at the end of the day. So sometimes I ask myself when I start that morning exactly what I could accomplish that day so I would feel really satisfied that I had had a productive day. I'll make a list of these things and just concentrate on trying to accomplish them. #4884

I like to make a list of everything I have to do. Then I see how many items I can scratch off the list as I get them done. #4885

3. Identifying what one should do

People frequently specify to themselves what they should do.

I'd better take my shirts to the drycleaner today, so I'll have something nice to wear this weekend. #4886

I need to get some milk and yogurt on the way home. Otherwise I won't be able to eat breakfast tomorrow. #4887

I never find time to get any exercise, so I decided it would help if I take the stairs rather than ride the elevator in the building where I work. My office is on the fourth floor, and I have to go in and out of the building several times a day. Now I only use the stairs, and I've progressed to going up the steps two at a time. #4888

I'm working on a major project, but I also have four reports that have to be done by the middle of next month. I don't want to fall behind on the project while I work on the reports. So I decided to keep working on the project and do one report a weekend. That way the reports will all get done on time. So far it's going fine. I got three reports done over the last three weekends, I'll do the fourth this weekend, and the reports will be finished with two weeks to spare. The nice thing is I've never had to stop work on the project. #4889

Often what people should do is different from what they want to do. When they recognize what they should do they are less likely to do what they want to do.

Sometimes I have to tell myself exactly what I should be doing and how I should do it. In other words, I have to remind myself what is the ideal thing to do in the situation, and I have to decide that this is what I am going to do. Otherwise I'm likely to take the easy way out with shortcuts. Or I may do something less important or fritter my time away. #4890

Often I really don't feel like doing something I should do. Maybe it's something I don't enjoy, like cleaning out the kitty litter box or confronting family members about something they do that bothers me. But I know I'm going to have to do it eventually, so I might as well bite the bullet and get it over with so I can quit thinking about it. #4891

I have my own retail store and do not hire any help. This morning, I arrived at my store half an hour before I regularly open. Then I went to the bank to get some coins that I need for my cash drawer. Next I got a coffee. I went back to my store and sat down to leisurely drink my morning coffee. When I put my coins and bills in my cash drawer, I realized I had a lot of twenty-dollar bills, but no ten-dollar bills, and less fives than I should have. I realized I needed to go back to the bank to change my twenty-dollar bills into lower denominations. However, what I wanted to do was to sit there and have a leisurely coffee before I opened my store. I told myself I really should go back to the bank and get some more five and ten-dollar bills before I had to open the store. So I left my coffee on the store counter and got my coat and departed for the bank. #4892

I need to get my income tax finished before I go on vacation. That way it won't be hanging over my head and I can relax. #4893

I've been burned so many times in the stock market that I got out completely and swore I'd never get back in. But then stocks fell to a fraction of their highs and I realized this was one of the great buying opportunities. I really didn't want to buy stock again. But I realized I should take the plunge, and I went ahead and bought some stock at these very low levels. #4894

I wanted to get a better camera and I read reviews of various models by experts. After I read the reviews, I knew I wanted to get a model that took quality photos and had image stabilization, a viewfinder, and the ability to take shots quickly. The camera that best met these requirements was Model 800. But when I went to buy it, I learned that Model 800 had been discontinued but was still available in a few locations. To get it at a reasonable price, I would have to order it from another country. Other more recent models (850, 870, and 890) were available locally at an acceptable price, but they either lacked a viewfinder or took shots slowly. I debated a great deal what to do. I even made lists of features so I could compare the models. I was tempted to buy one of the more recent models because I could get it locally that same day. Finally I told myself that Model 800 was what I really needed, and if I bought one of the other models I would want to replace it with Model 800 if I got the chance. Therefore what I should do was go to all the effort necessary to get Model 800. This involved filling out an application to be able to deal with the store in another country that sold Model 800, getting a friend of mine in that country to pay for the camera because the store wouldn't accept payment from my country, getting the store to mail it to my friend because they would not mail it directly to me, and having my friend bring the camera the next time he came to visit me. This is what I did. It was a lot of trouble, but it was the correct thing to do, because I ended up with the best camera for my purposes. #4895

People also seek advice from others and read relevant books and articles to help them decide what they should do.

4. Setting limits

People frequently set limits for themselves so they won't do more of something than they think they should. People often go overboard when they do something pleasurable, and they attempt to use limits to constrain this.

I told myself I'd only play one round of my favorite computer game, and then I would stop playing and start work. #4896

I love to watch films at home. When I go to the movie rental store, I probably see a dozen I'd like to rent. But I restrict myself to three, because that's the most I have time to see during the week. #4897

I went in my favorite bookstore and picked out six books I want to buy. Then I sorted through them and picked the one I want most. I really want them all. But I have to control myself, so I only buy one book at a time. #4898

I knew I had to leave work by four o'clock so I could run some errands. So I told myself I should stop what I was doing by three forty-five so I could get ready to leave by four o'clock. #4899

People also limit the extent to which they break their limits.

I went in the store to buy one candy bar. But then I saw several different kinds I wanted. I bought only two of these. #4900

Like everyone else, I have to watch my weight. So I got just two cookies out of the package. When I finished eating them I opened the package again. This time I took only one. If I didn't have to watch my weight, I would have happily eaten all the cookies in the package. #4901

5. Telling oneself to do it

People frequently tell themselves to go ahead and do what they have decided to do. Often they remind themselves to do what they should do.

My throat keeps hurting on and off. I have to go to the doctor and get it looked at. It might be cancer, and I keep telling myself the sooner I get it checked, the better. $^{\#4902}$

People also resolve to adopt a particular course of action. Sometimes they do so at a particular time of the year, such as the beginning of the New Year or at Lent. Thus they may resolve to stop smoking, to eat less, or to exercise more

6. Keeping a task in consciousness

People know that if they have something they should do, or should avoid doing, they may forget this. Their focus may shift to something else and they may completely forget what they intended to do. However, if one continues to tell oneself exactly what one should or should not do, one is less likely to forget.

I went downstairs to the kitchen to get a glass for some water. I kept telling myself, "Get a glass. Get a glass. Get a glass." I knew once I got downstairs I was likely to see something else to do and I'd return upstairs and realize I'd forgotten the glass. #4903

When I'm in a restaurant, I normally leave a tip on the table for the waitress before I leave to go pay my bill at the cash register. But sometimes I don't have any change to leave as a tip. I always worry that I'll pay my bill at the cash register and then forget to get some change and to take it back to the table for a tip. So when I leave the table I always tell myself that I have to go back and leave the tip. #4904

I went to the desk to get a paper clip to attach some sheets of paper together. I almost always fasten paper together with a staple, instead of a paper clip. But this time I wanted to fax the pages to someone else. If I used a paper clip it would be easier to separate the pages when I faxed them. I didn't want to automatically do what I normally do, which is use a stapler. Therefore, I kept telling myself, "Don't use a stapler. Don't use a stapler." I know how easy it is to do what you usually do. #4905

When I go to the grocery store to buy a couple of items, I tell myself repeatedly what I need to buy. It may be something as simple as milk and bananas. But if I don't keep telling myself, I'm likely to forget something. #4906

7. Using a reminder

People use various techniques and devices to remind themselves what they want to do and when they want to do it. These include notes, lists, appointment calendars, bulletin boards, and alarm clocks.

When there's something important I don't want to forget, I write a note to myself and put it on the floor between my desk and my office door. I always notice it there. $^{\#4907}$

It always helps to make a list. This may be a list of things I want to do, or things I need to buy. Otherwise I get involved thinking about and doing other things and I don't remember what I need to do or buy. I can always add to my list. I just have to remember to take my list with me and where I put it, so I can find it when I need it. It is satisfying to scratch an item off the list when I finish doing it. It means one less thing I have to worry about. #4908

When I go somewhere, such as to a coffee shop or restaurant, and put down my briefcase or packages and take off my coat or overshoes, I often give myself instructions. I tell myself, "Don't forget to take your overshoes when you leave," or "You have three things with you. Remember. Take three things when you go." #4909

We use a system at home to keep track of whether our two cats are in or out. It's hard to remember whether you've let a particular cat in or out, and it is impossible to know what others have done. The refrigerator is next to the back door, and we keep a notice for each cat attached to the refrigerator door with a magnet. One side of the notice is blank, and the other side states that a specific cat is outside. When the cat comes in we turn the notice so the blank side shows, and when the cat goes out we flip the notice over. This way we are reminded that a cat is outside when we come home, go in the kitchen, or turn out the kitchen lights before we go to bed. We all work for the CTC (Cat Traffic Control). #4910

People use reminders because when their focus shifts they frequently forget what they were previously focused on. Reminders help us focus again on what we were previously focused on.

8. Using a number

People may identify a number of things they have to do, or a number of items they have to buy, so they'll be less likely to forget something.

Before I left home I told myself there were five things I had to buy at the drugstore. They were distilled water, facial tissues, razor blades, sunburn lotion, and calcium tablets. Once I was in the drugstore it was easy to remember the number five. Then when I had selected the items, I counted them, and they totaled five. Next I asked myself if these five items were the ones I originally wanted. They were, and I stopped shopping and went to pay for them. #4911

9. Identifying consequences of not following models

People identify the consequences of not following their models. They frequently think about what might happen if they do not do something they think they should.

I need do my laundry this weekend, or else I won't have anything clean to wear next week. #4912

I'd better get to bed soon, or I'll be worthless in the morning. #4913

Sometimes I think about what will happen to my family if I have a stroke because I don't eat properly and don't exercise. I know my wife would be very lonely and might have trouble finding someone else she is compatible with, and it would be a struggle for my kids to get an education #4914

People worry about not accomplishing goals, not living up to their selfimage, letting themselves and others down, and having the same failings they criticize others for.

10. Complying with one's self-image

People frequently pursue models which support their self-image and try to avoid models which violate their self-image. People have various self-

images, such as "I support my family," "I help my family," "I protect my family," "I am a good parent," "I do my job well," "I am honest," "I am responsible for my actions," "I help other people," and "I am a good person." People frequently select models which enable them to live up to their self-image, and they frequently reject models which would prevent them from living up to their self-image. Thus they go to work to earn money to support their family instead of staying home and watching television for fun, and they seek to do their job correctly instead of adopting numerous shortcuts and superficial measures. Their self-image provides them with a reference standard against which they can consider and select between alternative courses of action.

11. Criticizing oneself

People frequently criticize themselves for not complying with or living up to their models for themselves. Often they do this when they do something which they know is bad for them, such as eating food that will cause them to put on excess weight; when they do something risky, such as taking chances when driving; when they do something that works out poorly, such as making a financial decision which loses money; when they fail to do something they know they should do, such as getting a chore or assignment done; or when they do something they consider wrong, such as hurting someone they care about. Often they act annoyed with themselves, and say things such as "What's the matter with me?" "How could I be so stupid?" and "I can't believe I did that."

12. Avoiding self-criticism, or guilt

People do things and do not do things in order to avoid feeling guilty. They do what they think they are supposed to do, because if they don't they will criticize themselves and feel guilty. Or they avoid doing the things that they shouldn't do, because if they do them, they will feel guilty.

This morning I walked up from the first floor to the second floor of the building where I work. I'd feel guilty if I took the elevator to go just one floor, because I don't want to be so lazy. #4915

I always have to struggle with myself to get any serious work done. I'm retired and could do whatever I feel like and find pleasant to do. But if I don't attempt to improve things and try to make a difference, I'll feel terribly guilty. #4916

13. Telling others what one is doing

People also intentionally tell others what they are doing or are planning to do, in order that they will be more likely to carry it out.

I told a colleague, "I've started going to the gym to swim laps every morning before work." #4917

I mentioned to my wife, "I haven't had a cigarette for a week now. It's not easy, but I feel so much better about myself." #4918

People know if they fail to act as they have said, they will look bad or weak-willed to others.

14. Establishing an obligation to another person

People often make a commitment to others to do the things they think they should. When people tell another person they will do something with them or for them, they do not want to let the other person down. If they fail to meet a commitment, they know they will look bad to the other person and to themselves. People know how they feel and what they say when others do not meet obligations to them, and they do not want others to respond the same way to them. They are also afraid of experiencing embarrassment or guilt, which are punishing feelings, and this encourages them to fulfill their promises.

If I have to write a letter of reference or agree to help someone with an application, I make an appointment to get together with them. I know if they are sitting there waiting for me to do it, I'm not going to put it off. I'm going to do it right then, and not let other things take priority. For some reason I always seem to be better at meeting obligations to others than I am at meeting obligations to myself. #4919

15. Getting organized

People also get organized, and obtain equipment and other paraphernalia which make it easier for them to do what they plan.

I've finally gotten all my receipts together, so now I can get my income tax done. Once I have everything organized, it doesn't take me long to do something. #4920

I had a carpenter construct an eight-foot-long table for me. I use it as my desk. I can leave the various things I am working on spread out in various spots on the table. If I just used a regular desk, I would constantly have to remove stuff I wasn't working on and search for it again when I wanted to work on it again. Also, I had this table constructed lower than usual. This makes it easy to work on various things and just roll my office chair from one part of the desk to another. #4921

I'm trying to get an exercise bike, so I can get some exercise at home. This way I won't have to spend all the time going to the gym, and I can pedal away while I watch TV, so it won't seem as much like work. Everyone I know keeps their bike where they can watch TV. I've been around to all the stores that sell the bikes and tried their models out. Twice now I've taken one home and assembled it, only to find out the model didn't work well at all. I'm going to try another one this weekend. #4922

People also obtain needed information, join organizations with facilities they need, make lists of things to do, and establish work areas and work schedules

16. Preparing oneself mentally

People frequently try to put themselves in the correct frame of mind before they do something. As a result they feel they can better tackle what they want to do.

If I have something I have to do that is difficult to deal with, I like to wait until I am rested and by myself. It may be a telephone call that I've been avoiding. Or it may be a decision I have to make. Often if I

have a problem I want to deal with, it helps if I first get any chores that need to be done out of the way. Then I can get a coffee and sit down and peacefully think about the problem. Sometimes I get a sheet of blank paper and outline my thoughts and possible solutions. #4923

I consider myself one of the most superstitious hockey players going. My routine before and during a game would probably make a lot of people shake their heads. However, I am certainly not alone. I have played hockey with many different players for many different teams, and they have all had little superstitions of their own. Superstitions are nothing new for me. I can remember when I was eight years old I always had to have mushroom soup before I played hockey. Today I play university hockey and I have been using many of my current practices for years.

My present routine is quite involved, and starts even before I leave for the hockey game. If my previous game was a good one, I try to repeat what I did before. It starts with what I wear. If the last game went well and I wore my red sweater, then I put my red sweater on again. Next I like to get to the rink about two hours before a game begins. I gather my equipment and always sit down in the same place in the dressing room. I then put both my long johns and undershirt on inside out. I don't know why. It just doesn't feel right if they aren't inside out. After this I begin to cut and tape my hockey sticks. I always get two new sticks for the weekend, and I tape the handle and blade in a specific way which is different from the way my teammates do theirs. I also curve them to my liking. When the sticks are completely ready, I place them in a specific spot of the dressing-room hall. Once this is completed I go back to my seat where I relax and have a Mars bar (a specific brand of candy). The Mars bar is a must before every game. I started doing this last year, and have eaten a great many Mars bars since then. Once I finish with the candy, I start putting on my equipment. By this time it should be approximately twenty minutes before warm-up begins. If I am a little ahead of schedule, I just sit and talk to others for a few minutes. Then I begin to dress, and I do so in the same order for every game. I finish dressing about five minutes before warm-up. I do a little stretching and then I wet my hair. Next I put on my helmet and gloves, and I'm ready.

When it is time for warm-up, I make sure I'm the first one out of the door. I don't do anything extra until almost the end of warm-up, when we skate around shooting pucks at the net. I don't leave the ice until one of my shots hits the crossbar of the net. As soon as it does, I go straight off the ice.

We now have ten minutes before game time and this is when my

act really gets going. Back in the dressing room I make sure I am seated in my regular spot. I then set my helmet in a certain way on my gloves. During this time I am very quiet, and I concentrate on what I will be doing. We have our pep talk from the coach and then half a minute of silence. When the thirty seconds are up, I make sure I am the first, second, or third person to say something. We are almost ready to go on the ice, so I put on my helmet and gloves and grab my stick from my specific spot in the hall. Then I tap every player on the legs and say something to him.

It is time to go out on the ice, so I get at the front to make sure I am the first one out. When we go on, the five players who will be starting are the only ones allowed on the ice. If I am not one of those starting, I go to the bench and sit at the very end. However, if I am one of those starting, I go to the blue line for the singing of "Oh Canada" and stand right beside the boards. Once the anthem is finished I skate directly down the boards and then around the net. I put my helmet on with one hand and fasten it with the other. I am now set for the game. During the game itself, I don't have extra practices to follow. However, at the beginning of the second and third periods I make sure I am the first one out of the dressing room.

These superstitions are a major part of preparing myself mentally before I play hockey. When something happens to interrupt my routine and it coincides with a bad game, then I blame the fact I couldn't do my routine properly. For example, we played last Sunday against another university team and we were a little late getting there. My routine was thrown off a bit because I had to rush, and I didn't play that well. I know interference with my routine doesn't make me play poorly. It's because I wasn't mentally ready. In fact, I think I rely too much on my routine, because these disruptions affect my mental preparation just a little too much. However, blaming the routine rather than myself helps me keep my self-confidence. It is a way of avoiding the pressure I would put on myself for my mistakes. If I maintain confidence in myself, my next game won't be a poor one, which would be the beginning of a slump.

When I do get into a slump, which happens to all athletes, I may change parts of my routine. Maybe I'll leave my T-shirt right side out, tape my stick differently, or eat the candy bar earlier. When these changes coincide with getting out of the slump, I continue the changes as part of my regular routine. Slumps are hard to deal with, but by using my superstitions I find I can pull out of them a little easier.

There are many people who think superstitions are foolish. In a way these people are completely correct. A superstitious practice is not going to have a direct physical influence on events. I realize that whether I wear my long johns inside out, or whether I fasten my helmet with

the same hand I put it on with, is not going to make a difference in whether or not I score a goal during the game. However, people who make fun of superstitions do not see the whole picture. My routine is just a way of preparing myself mentally for the game. It helps me build my self-confidence up to a much higher level before the game. If I lack confidence when I go into a game, it will show up in my play on the ice. But when I am full of confidence, things can only go right for me. Superstitions are not forced on you by other people. They are something you take on yourself because you want to. When I do my routine I get a good feeling and a sense of security. I am proud of my superstitions and they mean an awful lot to me and my game. Other players may mention my superstitions occasionally, but I just laugh and say, "I've got to do it." The funny thing is, they respect me for it, because they know they have superstitions of their own. Superstitions are simply part of the game of hockey. #4924

17. Consciously rehearsing a plan of action

People rehearse in their minds exactly what they plan to do in order that they will not make mistakes. For example, they may rehearse how they will say something to someone else; where they need to go; the course of action they will take; what they need to do during the coming hour, day, or week; how they will present something; or what it is they do not want to forget, such as a person's name, a person's birthday, or what they want to tell someone.

The other day I ate at a Chinese restaurant. I have special requests as to how I want the food fixed. Usually they get some of these requests right, but forget about the other requests I make. So this time I decided beforehand I would tell the waitress I had four things I wanted. I figured if she knew there were four, she would be less likely to forget some of them. So I started off by telling her, "I have four requests, and you may want to write them down." Then I asked for mild seasoning, no monosodium glutamate, very little salt, and very little cooking oil. How well did this work? Well the cook got the last three things right, but the seasoning was hot as blazes. #4925

My wife has a new cell phone, and I need to learn the new number. Whenever I think about calling her, I say the new number over in my mind several times, to help me remember it. Interestingly, she can't remember it at all. #4926

When I get out of my car in the parking lot of the shopping mall, I review exactly where my car is before I enter the mall. It would be awful to have to search the entire parking area to try to find your car. So I try to find something to help me remember where I've parked it. Usually I identify which entrance it is near, and if it is close to a structure, such as a station for depositing your shopping cart. Before I enter the mall I often turn around and look to see exactly where I have parked it, so I'll be less likely to forget. When I go back to the same mall, I try to park where I've parked before. This makes it much easier to remember where my car is. #4927

18. Facilitating or limiting access

People seek to get themselves to follow their models by taking measures which make it easier for them to do what they should and harder to do what they should not.

I realized I had to protect my stock positions by keeping up with economic trends. I didn't want any nasty surprises. So I subscribed to a biweekly service which supplied me with the economic information I wanted. #4928

I can sit down and knock off half a package of crackers at a time. I put jam or honey on the crackers and I just can't stop eating them. When the package is right in front of me I take a handful, eat them, and then reach in the package and take another handful. I know this isn't good for me, so what I've learned to do is to take a half dozen crackers out of the package and then put the package back in the pantry. I know I'll be less likely to get up and go get the package again when I finish eating the number I've apportioned myself. I'm deterred by the effort it takes to go get the package again. #4929

I gave away my cigarettes and now I don't have a single one in the house. It's what I have to do if I'm going to stop smoking. #4930

I'm not going to put another movie in the player tonight, because if I start watching another film I'll be up until after midnight. I have to go to bed now or I won't be able to get up early tomorrow and do the work I want to do. #4931

People seek to control their behavior by a) avoiding locations where they will be tempted to do what they do not want to do, b) avoiding people who do things they do not want to do, and by c) putting money into a savings account or carrying a limited amount of money with them so they do not spend too much.

I shouldn't eat wheat, because it causes my sinuses to clog up. But as fate would have it, I passionately love fresh bread, croissants, English muffins, doughnuts, cookies, and cakes. Reaction or not, if I have any of these things at home I knock them off in an hour or two, and suffer the consequences later. So I purposely avoid bakeries, doughnut shops, and the cookie and cake sections of supermarkets so I won't be tempted to take something home. #4932

I don't join the guys at lunch every day because they waste an hour or more gossiping and joking around. I just grab a quick snack and get back to work. #4933

I won't get a credit card because I know I'll spend more than I can afford and run up a negative balance. Then I'll have to pay interest every month. #4934

19. Continuing to make it a top priority

Each thing one does has to be made top priority in order to give it the mental and physical focus and effort that is required to carry it out. Normally after one carries out a task, one assigns a new task the highest priority and redirects one's efforts onto the new task. However, if one attempts to continue to make a particular model top priority, one tries to execute it as often and as much as possible. Ideally one would work on it all the time. However, one has to also deal with one's biological needs and the needs of other people. When one assigns other models a lower priority, one can put them aside, and this frees up time and opportunity to continue working on the model with the top priority.

I teach dance classes, and right now I have to get my new dance schedule organized and printed. I have to put the schedule up on bulletin boards and hand it out so people can register in time for the classes,

which start next month. My husband wanted me to go to a movie with him this weekend, but I refused because I have to keep working on this so I can get it done as soon as possible. #4935

I think the only way to get a big project done is to plan to work on it every minute of one's day for every day of the year until it is done. As a result one begrudges spending any time away from the project. Even if it is difficult to actually do this, if one tries this then one will finish the project much sooner than one would have otherwise. #4936

20. Doing it now

People frequently decide to execute a model at the present time instead of waiting until later. There are various reasons to do this, such as one might forget about doing it and never get it done; it is better to get it over with, because one doesn't want to have to do it at a later time; and one will have less time or opportunity to do it later.

Sometimes I suddenly remember something I have forgotten to do, and I realize if I don't go ahead and do it now, I'm likely to forget it again. And if I do forget it again I don't know when I'll think of it again and I may never get it done. Someone was very nice to me, and I meant to write them a thank-you note, but then I forgot about doing it. So the next time I thought of it I realized I had better write it immediately or I'd forget it again. #4937

I wanted to donate some boxes of household items to the thrift store. The boxes were in a storage shed in the back yard, and I took the key for the storage shed from the container in the kitchen where I keep my keys. After I loaded the boxes into my car I thought about what I should do with the key. I knew if I put the key in my pocket I would forget to put it back into the container in the kitchen and then I wouldn't be able to find it the next time I needed it. Therefore I went back into the house and put the key in the container in the kitchen before I took the boxes to the thrift store. #4938

A neighbor went to visit his relatives in Russia for a month. He was worried about the battery in his car running down while he was gone because this happened to him the last time he was out of town. Therefore he asked me to run his car engine for fifteen minutes once a week

for him while he was away. I agreed, but I only remembered to do so occasionally. So whenever I thought of it, I went and did it right away, because I was scared I might forget to do it altogether. #4939

I do most of my driving on Saturday when I do all my errands. When I think I might need gas for the car I go and get it on Friday evening because I know I'll be much busier on Saturday. #4940

21. Avoiding distractions

People seek to avoid distractions which would make it harder for them to comply with their models. They isolate themselves from various temptations, perhaps by going into a room without other people or a television set, to work or study. This way they are not tempted to spend their time obtaining positive reactions and positive stimulation instead of doing the things they think they should do.

As a mature student I found I had to develop good study habits. I took a loss in income and wanted to put my time to good use. The important thing was to avoid flopping on the couch when I got home, because it was hard to get up again. Also, the school work kept piling up on the desk in my room. I knew I had to do something. I began to spend more time in the library to work on my assignments. In the library I wasn't tempted with distractions, and slowly I started to get my work done. I still procrastinate, but eventually things get finished. #4941

When I want to get some work done, I close the door to my office so my colleagues won't wander in to chat. I work at a computer on my desk, and I learned some time ago that playing computer games is a lot more fun than doing my work. So when I decided to get serious about my work, I wiped all the games off my computer. #4942

22. Doing something for fun first

Before people initiate something they have planned to do, they frequently think of something else that would be more fun to do. Then they do the fun activity before they do their planned activity. The idea is to get the fun activity over with so they can concentrate on what they should be doing.

They frequently do this even if they have already assigned a specific time to start working on the planned activity and hope to make considerable progress on it. The fun activity they think of may be playing a game; reading a newspaper, magazine, or book; watching a television program; eating or drinking something; talking to someone; engaging in sex; or reviewing something they have already accomplished. Once they think of the fun activity it is difficult to ignore it. This is something that provides immediate pleasure, whereas what they have planned to accomplish usually provides delayed pleasure. People often spend more time on the fun activity than they intended, and this reduces the amount of time available to do the planned activity. Sometimes they are annoyed with themselves for "wasting" so much time at the fun activity, and afterwards they rush to try to get as much done as they can on the planned activity.

It is incredible the number of things you can find to eat when you are putting off doing your work. #4943

Before I start work on my computer, I play a computer game or two. I have the game set at the easiest level, so it is easy to complete quickly and it is easy to win. I probably win about 75 percent of the time. If I lose, I usually continue playing until I win a game. The games take about 10 minutes to play. Afterwards, it doesn't take much effort to start doing my work at the computer. Playing these games may be useful, because they help me get started doing things with the computer. #4944

I frequently think of sex before I get focused on my work. If I am by myself I may put some porn on the TV and masturbate. The problem is that I can spend so much time looking at the porn that I do much less work than I would like. $^{\#4945}$

The big problem with goofing off before you get down to your work is that you keep goofing off. It gets later and later and you have less and less time left to get your work done. I may start off saying I'm only going to do something for fun for fifteen minutes. Then an hour later I'll tell myself I should stop. But instead of stopping, I'll say I'll only goof off for five more minutes and then I'll stop. The surprising thing is that you ever get any work done at all. #4946

23. Reducing tension

When people feel pressured or overwhelmed by tension, or stress, they frequently engage in activities that are relaxing. They experience their tension because there are things they need to do, such as study for a test, work on a project, do their income tax, or clean the house. Often people feel considerable tension, or anxiety, when they think about the many things they need to do, rather than just what they need to do next. People may also have had a trying day dealing with work, school, or other people. They may also feel consumed with tension when they think about unfortunate things that have happened, such as a death, illness, or breakup in a relationship.

Stress is one hateful thing. No matter where you go, it always finds you. #4947

I can't deal with all this work anymore. I am so stressed out. I have several assignments to complete and four midterms. I don't have time to do anything but study. #4948

I find a lot of students get sick around exam time because of all the stress. Also, they don't get enough sleep and they eat poorly. #4949

When I am stressed out, I find it hard to focus on any specific task for very long. #4950

I find every course in university very difficult, and I just wish sometimes I was as smart as the other people in my class. Sometimes I just want to drop out of university because I'm not sure how to deal with this stress. #4951

Stress can cause you to feel angry or depressed and this can lead to health problems. #4952

Sometimes you have to let other people help you out, because if you let stress build up for a long time it can harm you. That's why a relative of mine committed suicide. #4953

A farmer I know committed suicide because his debt load was too much to handle. #4954

People usually have favorite activities they turn to when they feel excessive tension. These activities include taking a walk, going for a drive, watching television, going to a movie, taking medication, having a drink, getting drunk, using drugs, smoking a cigarette, crying, eating, shopping, playing a sport, going to the gym, running, doing a hobby, listening to music, taking a bath, getting a massage, sleeping, talking to someone about the cause of the stress, praying, or reading a book or magazine. A person's friends may be involved in activities that are more enjoyable and may ask the person who is experiencing tension to join them. Normally these activities enable people to take their mind off of what is causing them stress. They provide a temporary escape from their tension.

Listening to loud music helps me escape and leave my worries behind. #4955

When I feel stress, I take a deep breath and try to relax. When you are relaxed you can clear your thoughts and think through your problems. #4956

Taking a walk is an excellent way to relieve stress, especially when you are on the beach and can hear the waves. #4957

My stress is unbearable without my medication. If I take it regularly the way I am supposed to, I can handle a full day up and out of bed. #4958

One of my favorite pastimes is playing hockey. It is a huge stress reliever for me. When I step on the ice any problem that was bothering me just disappears. If I weren't able to play hockey or listen to music, I wouldn't have been able to deal with the tragedies that have happened in my life over the last two years. #4959

Dad and I fought constantly. When we did, I would go to the basement and lift weights until the stress was gone. #4960

Some people deal with stress by slamming doors, raising their voices, and taking it out on other people, such as their family. #4961

After a stressful day, I find that a splash of cool water on my face, or simply zoning out alone in my room while writing in my journal, helps me relax and calm down. #4962

I get more stressed out during winter. I go to a tanning bed, because the warmth of the machine relieves a lot of stress. #4963

I talk to someone I am close to who is a good listener that I can trust. I try to get what is bothering me out of my mind before it drives me crazy. #4964

Eating is so peaceful and soothing, it can definitely take your mind off things. This is why so many people have comfort foods they turn to. For me it's my favorite flavor of ice cream. $^{\#4965}$

When I need to relieve my stress, I like to sew. It is relaxing for me to make or repair something and it is also fun. #4966

Praying helps me. Praying soothes the soul and helps you realize you are never alone, no matter what happens or will happen. It can also give you a stronger faith. #4967

About every other weekend my friends and I take a night to sit and drink. We believe this relieves a considerable amount of stress. #4968

When I have a problem I go to a bar and sit there until I am trashed. I find it easier to drink a beer than to talk to someone about what's bothering me. If I'm not drinking, I break things. I'll break anything in sight that is breakable. I know this isn't the best way to deal with stress, but it's the only way I know because this is how I grew up. #4969

A cigarette won't relieve stress for me anymore. I'm sorry I started dealing with stress this way and I wish I could have found some other way to solve my problems. I've been trying to quit for a year now, and I just can't do it. I always tell other people if they have a problem don't look to alcohol, drugs, or cigarettes for the answer. It may feel like it is helping you at the time, but it won't in the long run. #4970

Often people hope they will be less stressed out and more focused and productive after they have sidestepped their tension.

When people have tasks that cause them to feel stress, doing something relaxing helps them focus on something else and takes their mind off their tasks. What they are doing is temporarily replacing a high-tension activity with a low-tension activity. However, the high-tension activity still remains to be done, and the person will subsequently have to

deal with the tension anew and need to execute the activity. The need to do the activity is what produces the tension, and the tension will not disappear until the activity is completed.

A good way to deal with stress is to deal with what causes it. #4971

If you can't fight what's bothering you and you can't flee from it no matter how hard you try, then flow with it and try to use it in a more productive way. You need to sit down and think of ways to use your stress that will help relieve it. #4972

Everyday is a stressful day, unless you take a deep breath, plan it out, and go with the flow. $^{\#4973}$

I want to do well in school, but I also need to have a social life. However, when I go out, it usually gets me off track. As a result I don't get enough sleep and then I lose concentration easily. I need my sleep or I don't get much accomplished. If assignments do not get done on time, before you know it, it is the night before they are due and you haven't even started yet. Most students leave things until the last minute. But putting them off brings even more stress. If your marks suffer, you realize what that means. More stress. #4974

I honestly think that nothing would get done if stress wasn't present in our everyday lives. #4975

24. Initiating an activity

Some people also intentionally start doing what they think they should be doing, because they have learned they are likely to continue the activity.

I've learned that if I want to make progress on something, all I need to do is start working on a small piece of it. It doesn't matter where I start or how insignificant the thing is that I'm doing, because one thing leads to another. It's so much easier to keep at it than it is to stop and organize myself to do something entirely different. #4976

I don't like to wash the dinner dishes at night, because I'm tired and want to go to bed. But I don't want to have to deal with the previous day's dishes when I get up the next day. I want to start the next day fresh

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without anything hanging over my head. So I often tell myself that I'll just wash a few dishes before I go to bed so I'll have fewer to do the next morning. But once I start to wash I normally do not stop until I've washed them all. It takes a lot more effort to start washing than it does to continue washing. I'm really pleased when I finish washing them, because it means there is one less task I'll have to do the next morning. #4977

25. Starting with what you feel most like doing

In order to get started, people will sometimes start on what they are most interested in doing. When they tackle what attracts them most, they are more motivated and find it easier to get to work.

I had a stack of 50 photographs that I wanted to place in an album and then catalog. I found some of the photographs humdrum. But others excited me, and I started with them. They made it easier to get going. Once I did the ones that excited me, I looked through the remaining ones, picked those that were the most interesting, and worked on them. This way I was able to get most of the photographs done. #4978

26. Doing easier things first

When faced with a number of tasks, people will often begin working on the easier tasks. Similarly, when faced with a large task, they will often start to work on the easier parts of the task. They do this because the easier tasks require less effort, appear more manageable, and are therefore more appealing. As a result people make progress faster than if they had begun with the most difficult tasks. Once they have begun it is easier for them to continue than to switch to something else. As a result, after they have dealt with the easier tasks, or the easier portions of a task, they are likely to deal with more difficult tasks, or the more difficult portions of a task, until everything is finished.

27. Doing the most important thing first

People have more things to do than they have time to do them. Therefore, they frequently identify the most important things they have to do and do

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them first. If they do not get everything done, at least they get the most important things done.

One thing I've learned is always do the most important thing first. I did this when I was in medical school. As a result, I got all my work done and had time to spare. The other students were much more harried than I was. #4979

28. Doing the most pressing thing first

People frequently start with the most pressing thing they have to do. Often they have deadlines and will lose resources if they do not meet them, or they have opportunities which they will miss out on if they do not respond in time. As a result people often appear to go from one crisis to another. They frequently deal with tasks in the order in which they are due. Thus they work on the project which is due first, or study for the next test that they will have to take in school.

A theatrical agent called me and said she was in town for the day and wanted to get together to talk about representing me. I really liked the idea. So I dropped what I was doing and rushed to get some copies of my professional résumé and photographs ready to give her at our meeting. #4980

I have a small business and a high proportion of my sales are made during the tourist season. Unfortunately, the tourist season is only seven weeks long. Once it starts I notice what is selling well, and rush and reorder it right away. If I don't do this, I'll run out of my supplies and miss lots of potential sales. #4981

29. Doing less important or less pressing things first

People sometimes intentionally do tasks first which they recognize are less important (or less pressing) than other tasks they have to do. They do this because they feel confident they will do the more important tasks later. They schedule their less important tasks first in order that they will be more likely to get them done. They recognize that if they did their more important tasks first, they might not get around to doing their less

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important tasks. This way they get both their less important and their more important tasks done.

Sometimes I have something less important that I should do, but I keep putting it off because something more important always comes along. So occasionally I go ahead and do the less important thing first, because I know I'll always struggle and rush later to get the more important stuff done anyway. If I didn't do this, I'd never get to the less important things. #4982

30. Assigning a specific time

People will also assign a specific time to something they want to do. This may be a regular recurring time, such as right after work or when they get up in the morning, or it may be a specific block of time, such as the coming weekend or during their summer vacation.

I'm going to get to it first thing tomorrow. #4983

I want to clean out the garage this spring. #4984

I'm planning to go back to work as soon as my children are old enough to start school. #4985

We plan to travel once we retire. #4986

31. Setting a deadline

People also set deadlines for themselves and often try to meet them. The deadline can take various forms. It may involve a considerable period of time, such as when one tries to refinish a room that summer or tries to repay a mortgage within the next five years. Often, however, the deadline is placed a very short time in the future.

If I get up early I always try to get the bed made before my wife gets out of the shower. Otherwise she puts her clothes on the bed and sits on it as she gets dressed and it's impossible to make. After my wife gets dressed, she makes coffee for the two of us. So if I haven't already made the bed,

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I try to get it done before she brings the coffee up. It's a lot nicer to lie on a bed that's made while I have my coffee. If the bed isn't made it doesn't look as nice, and I feel I haven't gotten started on all the things I have to do. #4987

In order to meet a deadline one may have to change the way one normally does things. Thus one may get up earlier than usual, go to bed later than usual, or skip lunch to get things done; get someone else to help rather than doing everything oneself; or learn to use an unfamiliar technological device or software program that will speed things up.

32. Alternating activities

In order to get more done people sometimes alternate between two or more activities. This enables them to make progress on more than one endeavor.

What I've been doing is setting limited objectives for myself, such as read 50 pages, or write the next section of the report, or telephone four people. Then when I finish I move on to a different task and get some of that done. Then I can either move on to a third task or return to my first one. This seems to be working really well, because I don't get mired down as a result of continuing to work nonstop on the same task. Sometimes I allocate an hour to each task. I put in an hour on the first one, and when I finish my hour on the second one, I can either spend the next hour on a third task or return to the first task. #4988

33. Setting an objective for oneself

People set various objectives for themselves in an attempt to get specific things done and to get more done.

I need to put up 200 flyers on bulletin boards around town, and I want to get at least 50 put up today. #4989

I often set a quota to do more than I think I can, so I will work hard all day. Sometimes I surprise myself and exceed the quota. More often my quota is so unreasonable that I only get a small fraction done. #4990

34. Rewarding oneself

People frequently plan to do something for fun when they finish a specific objective. They may identify a reward to encourage themselves to accomplish a particular task. The reward can range from getting something pleasant to eat or drink to taking a vacation.

I often tell myself that once I finish what I'm doing I'll watch a program or a film on TV. It's something to look forward to and it encourages me to finish as soon as possible. The sooner I finish, the sooner I can start watching TV. #4991

People frequently reward themselves with self-praise when they finish something they have to do.

I just feel great when I finish something that's been hanging over my head, like my income tax return. I tell myself, "Good boy! Good boy!" #4992

35. Waiting until one feels rested

People also decide to undertake something when they are not as tired. Thus they may take a break first, or get a night's sleep so they do not feel fatigued.

If I have something complicated to deal with, I'd rather tackle it in the morning. I feel fresh and more up for it when I'm rested. But in the evening, I have lots of things on my mind and am just wiped out. The last thing I want to do is deal with something difficult. #4993

I'm just too tired late at night to do my math homework. So I've learned to do it first thing when I get home from school. #4994

36. Waiting until a better time

People also put things off until a time when they will have more time and energy to do them. Sometimes they feel they have "too much on their plate," or are dealing with enough other things and do not want the extra stress.

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I had to get my monthly tax report for my business done for the government. But with the Christmas season in full swing, I decided I'd wait until Christmas was over and turn the report in late. #4995

I want to have my friends over sometime for dinner. But I have to go into the hospital for some tests. So I decided I'll have my friends over after the tests are finished. #4996

37. Doing so before you do something else

People also decide to conduct or continue with a task before doing something else they want or need to do. For example, they may decide to keep working instead of going to the toilet or going home. They may use the pressure of needing or wanting to do something else, to get themselves to do more work.

38. Working on one thing at a time

Often people intentionally concentrate on one task at a time. They know if they try to do other things at the same time, they are less likely to finish their initial task or get it done properly. The more important or difficult a task, the more likely people are to avoid trying to do other tasks at the same time.

When I finished filling out my income tax return, I wanted to make a copy for my records before I mailed it in. I had two other things I wanted to make copies of and mail off too, so I took all three with me when I went to the shopping mall to use their coin-operated copier. My income tax return was about fifteen pages long. I wanted to be very careful to send it in properly, and to make a complete copy of it. Therefore, I decided to get the other things out of the way first so I wouldn't screw up my income tax form. I used the copier to make copies of the other two items, went to the postal window in the mall, and mailed them off before I tackled my income tax return. Then I just concentrated on the income tax form. I returned to the copier, copied the form, went and sat down at a table in the mall, organized all of the pages of the copy in proper order, fastened them together, organized my copy with the original to

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make sure I had made a copy of all of the pages, and then went and delivered the return to the income tax office. This way I was much less likely to make a mistake. #4997

39. Working on one piece at a time

People will focus on a narrow or small part of an endeavor rather than the whole project in order to break it down to manageable size.

When I go grocery shopping, I just concentrate on getting one or two of the items on my list at a time. Once I have these, I go get something else that's on my list. That way I get out of the store a lot faster. #4998

I have over 40 suppliers for my business, and often have outstanding bills with half of these. When I pay my bills, I just concentrate on dealing with one account at a time. I check my records on that account to see if they sent me what they said they did, if it arrived in good condition, if they charged me the correct amount, and if I have any outstanding credit with them, before I write them a check. Often I have to call them up to clear up any discrepancies. It would be impossible to deal with all of these companies at once. There is no way I could keep these records straight if I considered several accounts at the same time. #4999

Often if one thinks about an entire endeavor it seems so formidable that one feels overwhelmed. It is much more manageable and less stressful to identify portions of the endeavor and concentrate on them one at a time. Normally one plans to work on other portions of the endeavor at a later time

Nothing is worse than thinking about everything you have to do. It makes me so depressed. When my wife does it her back gets so tense it causes her pain. Just forget the big picture. Think about what you should do next. #5000

When I get stressed out before an exam, I remember what my grand-mother says, which is "Take one day at a time. Don't worry about the things that need to be done in the days to come. They will get done. Life is too short to live stressed out all the time. Enjoy each moment as if it were your last." #5001

40. Doing it carefully

In order to avoid mistakes, people do certain activities carefully. Being careful involves giving extra attention to a task. Frequently it involves moving more slowly than one does with other tasks. When one acts slowly, one has more opportunity to correct a situation if something is happening that one does not want to happen.

I have some very nice table glasses from Finland and Poland, and I use them when we have guests. When I wash them afterwards, I'm very careful with them. I try to hold them so they can't drop, and try to avoid hitting them against the metal faucet. I also put them down carefully while they are still wet. I would be sorry to break one and it would be difficult and expensive to replace. I don't even think about these things when I wash our ordinary table glasses, which I handle in a matter-of-fact manner. #5002

When I fix our morning coffee, the cups are full to the brim. I walk very slowly when I carry them upstairs to the bedroom. As I walk I watch the coffee to make sure none spills. Then I put the cups down very slowly on our tables by the bed. #5003

I work at a popular take-out restaurant. Some parents remain in their car and send a child in with their order. These orders are very difficult to handle because most of the time the child is not quite sure what he is supposed to order. Often the waitress has to suggest and describe things before the child remembers what he was sent for. The waitress has to be very careful in giving the child the correct order, because if something is missing the child is too shy to ask about it. Children often find it difficult to carry a number of things at once and usually have to make a couple of trips to get everything out to the car. Also when children pay for their order, the waitress has to be very sure of the change she gives them, so she doesn't short change them. The children usually pay with a large bill and never check to see if the waitress gives them the correct change. #5004

41. Adopting a simpler approach

If people have difficulty executing a model, they sometimes adopt a simpler alternative which they find more manageable.

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If I find a technical book too hard to read because I'm not familiar with the material and jargon, I start looking for a simple introduction to the subject matter. Once I've read a simple introduction, I find it much easier to tackle the technical book. #5005

42. Switching to a second activity

When people are tired of working on a specific item, or encounter difficulties they can not easily solve at the time, they may switch to a second activity in order to get more work done. Often this is an easier task which involves little concentration and decision-making. Sometimes they find they can put in a considerable amount of work on the second activity before they want to stop.

Often by mid-afternoon, I get tired solving problems at work. I start looking for something easier to do so I won't waste the rest of the afternoon. I may type out some written notes, clean up my desk or office, or read something simple. I may even start work on something different and get in several hours on it. #5006

At the same time, because the second item does not fall within the category they have been working on, they may find it more difficult than they had expected to reorient themselves to work on the second item. When this is the case they may quit trying to do the second activity.

43. Taking it off the top

People also seek to accomplish something by doing it ahead of other things.

When I want to save money for investment or for a vacation, I've learned I have to take it off the top. So if I want to save anything at all, I have to put the money aside first, before I start spending it on other things. If I don't, there's never any money left by the time the next paycheck arrives. Too many temptations come along that get you to spend what you have. #5007

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44. Gradually increasing or decreasing the activity

People also attempt to make changes gradually, one step at a time. This way the change does not seem as extreme, and they think they are more likely to continue with it.

I don't want to stop smoking cold turkey. I limit myself to one cigarette after every meal. #5008

I've started going to the gym again to lift weights and swim. The first week or two I'm just lifting the minimum amount of weight on the machines and only swimming a few laps. I'll increase gradually from there. No sense in killing myself right at the beginning. #5009

I have a real problem spending too much money for things I don't need. I've sat down and seriously considered my problem, and I've tried many things to solve it. I've made a budget, shopped only for necessities, and cut up all my credit cards. But I find it very hard to pass up a good bargain. I often come home with something else I don't need, and I can always rationalize my purchase. Therefore, I decided to be realistic and accept that I cannot totally avoid shopping centers. I know I must buy something, but just not as extravagant. My bank account is slowly growing, and I'm very pleased with my progress. #5010

45. Putting in extra effort

People may make an extra effort to execute a model. Thus in order to finish what they are doing or in order to complete an activity by a certain time they may assign more time, energy, or other resources to the task. They may start work on it earlier, and work later or during times when they usually pursue leisure activities. They may even skip meals and coffee breaks.

When the amount of work I have to do becomes overbearing, I tell myself to work harder. #5011

I run a retail store and my best season is during the summer when the tourists are around. If someone who lives in the local community sees

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an item in my store, they frequently decide to think about it and they may or may not return sometime in the future to get it. But the tourists are in and out of town and have to make immediate decisions. If they don't buy it now, they won't get another chance. As a result my sales go up by several times during the summer. So I keep very long hours to try to get as much tourist business as possible. During the other seasons I open at nine o'clock in the morning and close at five thirty in the afternoon. I'm also closed on Sunday. But during the summer I open at eight in the morning and close at nine at night. I'm also open on Sunday. You're stupid if you don't make hay while the sun shines. #5012

When I do things for fun, I don't make any progress in my work. Afterwards, I feel so guilty about having frittered away my time that I make a determined effort to get more work done, and I make some progress. #5013

46. Trying to establish a routine

People also seek to establish routines to do what they think they should. They attempt to do something on a regular basis, so that it becomes automatic, or a habit which they are unlikely to break. For example, they may try to do the same thing every day, such as get to work at a specific time, eat a salad for lunch, and floss their teeth at night. Once one has established a routine, one does not have to repeatedly make the decision whether or not to do it, to pressure oneself to do so, and to feel bad if one fails to do it.

The first thing I do when I get up each morning is use my exercise machine. It's automatic for me now, and I don't have to think about doing it. $^{\#5014}$

Numerous attempts to establish a routine fail. People frequently find excuses, such as deciding they are too tired, are not well, do not feel like it, or have something else they have to do. Often people establish a routine temporarily, but then allow something else to interfere. Consequently, people may make repeated attempts to establish the same routine.

47. Checking on oneself

People frequently check to see if they actually did what they were supposed to do. Thus they make sure they locked the door, turned off the stove, brought their money, have their keys, retrieved their credit card, collected all of their packages, and put their work in their briefcase.

When I get up from a park bench or a chair in a restaurant, I always turn around as I'm leaving and look to make sure I didn't leave anything behind. #5015

When I close up my shop in the evening, I lock the front door. But then when I get in my car I start wondering if I actually locked up. If I don't remember doing so, I usually go back and make sure I did. #5016

48. Getting help or support from others

People obtain countless products and services from others, ranging from food to transportation, which they need in order to pursue their models. People get others to help them accomplish what they have trouble doing on their own. They may ask others to help them write a letter, understand something, wake them at a specific time, or remind them of an appointment. In order to stop smoking they may have themselves hypnotized or get a doctor to prescribe an anti-smoking drug. People join groups of others in their situation for help and support in changing their behavior, such as Alcoholic's Anonymous, Gambler's Anonymous, Weight Watchers, and Dale Carnegie's public speaking program. People also place themselves in positions so that others provide a structure for them to follow. Thus people enroll in courses of instruction, rather than learning a subject on their own; get admitted to a drug or alcohol rehabilitation center; or spend a period of time in a health spa which limits their eating and requires them to exercise.

49. Adopting supporting models

People also use supporting models to help them employ their primary models. When they want to do something that they find difficult or that

Getting oneself to be consistent with one's models

runs counter to certain feelings, the use of supporting models can help them do what they think they should.

It's no fun dealing with rejection when you look for a job or a relationship. I find it easier to deal with rejection when I treat it as a numbers game. In fact, I think all of life is a numbers game. The more times you try, the more likely you are to get what you want. So I tell myself I may have to send my résumé to a hundred places, or try to chat up fifty girls if I want to succeed. Then when I'm rejected, I just tell myself, well that's just number 23, or 38, or whatever, where's the next one? I'm not as devastated each time I'm rejected, because I know the sooner I reach the required number, the sooner I'll get what I want. #5017

I have been a cigarette fiend for many years. However, it is hard to ignore all the pressures to quit smoking. These include information on health risks, all the publicity to stop, public disapproval, and friends who don't smoke. I decided I would have to quit for one day, and I spent a week psyching myself up for this. I normally keep an ample supply of cigarettes on hand, but the day before I quit I smoked the last of my cigarettes. I collected all the ashtrays, matches, and lighters in the house and tucked them away in the back of a drawer. I also signed a statement that I would guit for a day and placed it on my dresser, where it would be staring me in the face the next morning. The day arrived. Instead of my regular practice of making coffee, I stood at the sink and drank glasses of water. Like many other people, I always have a cigarette with my coffee. As the day progressed, my urge to smoke increased. I tried to shift my thoughts elsewhere. At nine o'clock in the morning I went to the corner store and bought one cigarette. As I lit it I told myself, "I'll cut down gradually." During the next few days in order to limit my consumption, I rolled my own cigarettes. On the fourth day I bought a package of cigarettes and went back to smoking as usual. #5018

When you are doing a theoretical paper, it's painful to carefully consider all the things you haven't looked at yet. But if you are going to do a careful and thorough job, you don't have any choice. To get myself to do this, I list every objection, alternative, and quibble I can think of as I'm working on the paper. This list can easily include several hundred items. Then I force myself to go through my list one by one before I decide the paper is finished. Once I've listed an item, I have to deal with it. If I didn't do this, I'd feel I was being sloppy and maybe missing something very important. This prevents me from taking the lazy way out, and helps me get the paper as right as possible. Even though working through the

list is painful to do, it really pays off. Some of my most useful ideas have come right at the end as I'm thinking through the last remaining objections. Often these ideas let me deal with things I never could have explained before I started working through the list. #5019

50. Persisting

People also make repeated attempts to achieve something. They return to the same endeavor again and again. They also find extra opportunities to do so, such as times when they would normally relax or do something for pleasure.

I'm writing a novel, and I never know when I'll have a productive day or not. Lots of days something happens that prevents me from working on it at all. But I keep going back to it. Some days I get a lot done, and others I get next to nothing done. Sometimes when I haven't been able to work on it during the day, I'll work on it in the evening. All I can do is hang in there. If I don't keep at it, I know I'll never finish. And if I do keep at it, I might finish someday. #5020

Losing weight is a real struggle. I was often my own worst enemy. After I slipped up and ate too much, I would feel guilty and depressed, and then eat even more. I never did give up hope. I kept starting on another diet until I finally succeeded in reaching my goal. #5021

Even when people are working at something, they constantly have to return to what they are working on, because their mind wanders to other things, other people interrupt them, or they stop to enjoy something pleasurable, such as a coffee, doughnut, or cigarette, or to talk, joke, and otherwise obtain positive reactions from other people.

Feelings which encourage people to establish consistency

People act because of the tension they feel. This tension is produced by the difference, or inconsistency, between what they want (their model) and what exists (reality). When people can change what exists (reality) to

match what they want (their model), this tension disappears. The removal of tension is experienced as pleasure. People feel tension and displeasure when they are unable to successfully apply their models, and they feel pleasure when they successfully apply their models. When people can not change what exists (reality) to match what they want (their model), the tension remains.

I get so mad after I spend half an hour or more trying to solve a math problem, finally think I have the correct answer, but then learn I am wrong. I get so frustrated when I can't find the right answer. It drives me completely bonkers, and I give it up as a lost cause. #5022

If we are winning one of our softball games, everyone's spirits are up. And if one of our girls makes a mistake and the other team makes a run, it's not a problem because we're winning by enough to allow a few little mistakes. Nobody gets mad at her for missing the ball this time. Everyone makes a mistake sometimes. But if we are losing a game and someone makes a lot of errors, everybody gets frustrated and down in the dumps. Nobody says anything to that person. We just kick the ground, hang our heads from embarrassment, or show our disgust in some other way. When everyone comes off the field, we throw our gloves everywhere. We get frustrated because we are playing so badly. In one game, the bases were loaded with two outs. Allison was up at bat and she struck out. She got mad and threw the bat at the bench. When she walked onto the field, we could tell she was disgusted with herself.

This year we traveled out of town to play for the provincial championship. We really wanted to win this year, because last year our team won every game except the final one. When we got there the ball diamond looked like a cow field. There were big holes and rocks everywhere. The ground was so muddy you had to be careful not to get stuck. Everyone complained about the field, but it didn't do any good. It was the only one available, so we had to play on it. Our first game was with a team with a very good reputation. During our warm-up practice, everyone played great. But all that changed when the game began. The other team's pitcher made everyone nervous. She threw the ball much faster than we were used to. Our best player struck out the first time at bat. One of the girls on our team stated, "There's no way I'm going to be able to hit the ball if she can't." Everyone on our team had the attitude that no matter what happened our opponents would win. Everyone started to get edgy and angry with each other. The whole team seemed

dead to the world, because no one had any life left in them. Everyone kept making mistakes in the field. Some would make excuses when they missed the ball, such as "If all those rocks weren't there, I'd have caught the ball. But I was watching the ground, instead of the ball, because I didn't want to trip on the rocks." By the end of the game everyone was in a terrible mood. It's not that we were bad losers. It was that we really wanted to win this game. The game meant a lot to the twelfth-grade girls, because it was their last chance to win the provincials. #5023

Inconsistency produces mental tension. This tension is unpleasant; it bothers us. Inconsistency contradicts and interferes. When we replace inconsistency with consistency, we remove contradiction and interference. Establishing consistency reduces mental tension. This reduction of tension produces pleasure. People feel bothered when they encounter inconsistency. They feel bothered when a) they realize reality does not match their model, b) they want to understand something, but lack a model to explain it, c) they realize they hold contradictory models, d) they recognize that there are certain things that their model can not explain, e) they encounter a model, such as another person's behavior or belief, which conflicts with their own, f) they encounter obstacles which interfere with their execution of a model or submodel, and g) their model fails to work properly.

When people encounter inconsistency with their models, they feel bothered. They feel uncomfortable, annoyed, disturbed, irritated, upset, angry, frustrated, discouraged, oppressed, overwhelmed, disgusted, distressed, outraged, shocked, wronged, or violated.

My sister goes out with the ugliest little creeps that I ever saw. I know if it was me, I would hide the fact, at least from Mom and Dad, that I was being seen in public with a slimy little kid like that. I know she's seventeen and can choose who she goes out with, but you'd think she'd have a little better taste. #5024

When you drive home at the end of the day you feel like taking a monster truck and plowing over all the traffic. I don't know, maybe it's just me. It's not the other drivers that bug you, it's the events that went on during the day that kept building up and you think about them during the drive home. #5025

A couple of weeks ago my car broke down and I had to take the bus to Charlottetown. There was a young woman sitting in the seat next to me and she had a little baby with her. At first I didn't even notice the baby because it was so quiet and had a hundred blankets on it. But after a while I heard these sucking noises and that's when I figured out what was going on. I couldn't believe that she had the nerve to do that in the seat next to me. I mean, it wasn't as if I was watching or anything, but I knew what she was doing. There was a bathroom at the back of the bus, so it's not as if she had nowhere to go. It's incredible the things you have to put up with on public transportation. #5026

I work as a server in a steakhouse. A female customer was there with her family and she wanted to order ribs. She told me she wanted to order beef ribs again, but they weren't on the menu. I told her we had stopped serving beef ribs about a year ago and all we had were pork ribs. The woman was convinced she had had beef ribs at our restaurant just three weeks before, and she became quite frustrated when I tried to tell her otherwise. Servers are instructed that customers are always right, but this was an exception. There is no way the woman had beef ribs three weeks before, unless it was at another restaurant. She finally settled for the pork ribs, but was still quite upset. After she finished eating her pork ribs she called me over and pointed to the table across from her. She stated that the other table had been served beef ribs. She had decided this because they didn't look the same as hers. I explained that the reason the ribs looked different was because she had ordered half a rack of ribs, but the other table had ordered a quarter rack. Therefore, she had a different cut of ribs. No matter what I said the woman was still not convinced. #5027

Last year employees at Northumberland Ferries Limited went on strike because the captains of the ferries felt they were not making enough money. As a result the gift shop at the ferry terminal in Wood Islands was closed for four days and the employees at the gift shop were not needed during this time. This was the busy period of the year and the owner of the gift shop suffered financially. There were also many angry tourists at the ferry terminal. Many did not know there was a strike and that the ferries were not in operation. They drove some distance to the ferry terminal, expecting to leave the Island, only to discover that they could not. There were people who rode bicycles from the bridge in Borden to the ferry in Wood Islands, only to learn it was not operating. The bikers were outraged they had biked so far for nothing. Some tourists had to change their vacation plans, and there were those who claimed they would never again come to Prince Edward Island. #5028

I am teaching a course in Introductory Anthropology, and we've dealt with human evolution in some detail. Students have heard lectures, seen skulls of early man, watched films, and read books on human evolution. Today I separated students into several discussion groups to give everyone a chance to talk about aspects of human evolution. During the discussions a number of students said they don't believe in human evolution. I didn't challenge them, because I want them to feel free to say what they think. But it really surprised and bothered me, and after class I went to talk to another anthropology teacher about this. #5029

I work at a ladies' dress shop. Occasionally a husband will enter the store with his wife. He tends to stick close to her while in the store. When his wife is in the dressing room trying on clothes, the man seems to be quite uncomfortable. Most of the time he is the only male in the store and this adds to his discomfort. He has a tendency to frequently check his watch and to pace around the store. The wife will always ask her husband's opinion about what she tries on and he often says, "That's nice, dear," or "I like that. It looks good." If two men happen to be waiting for their wives at the same time, they usually start a conversation about sports or work. A ladies' clothing store is definitely not a masculine environment. #5030

At the dinner table, my wife asked my daughter some questions she didn't feel like answering, and my daughter said, "Eat my shorts!" It really upset me when she said this. It's the same as saying "Kiss my ass!" It is so disrespectful. Then my daughter claimed it was just an innocuous expression, which is simply not true. I talked to my daughter about it afterwards. That happened months ago, and it still bothers me. #5031

A colleague I've always liked told me his wife called him at work the day before and was crying on the phone. At first he thought something had happened to one of their children, but then he learned that all she was upset over was the family cat, who was coughing blood. He explained that the cat was eleven years old, and had had many good years. So he took the cat to the vet and had it put to death. He told me that the next morning he warned the family dog, "You'd better not cough!" I commented that pets are family members. I guess I didn't show enough appreciation for how clever he had been, because he asked what I thought about putting the cat to death. I told him that humans could make a stronger case for this when they start doing it to themselves. He is scheduled to retire

next year, so he said, "That's hitting too close to home." I thought about saying, "We think we are the Master Species, and the other species are our Jews. It's that simple," but I didn't. I decided the man is a jerk, and I don't want anything more to do with him. If I had been the wife, I would have considered divorcing him. #5032

I went out on a date in Charlottetown, and my date drank so much he got to the point that he didn't want to drive and asked me to do so. So I said, "Sure." It didn't seem to be anything, and I didn't think I'd mind. But then I felt that this isn't the right position for me to be in. I really resented it. This must have come from years of conditioning. I have the impression in my mind that you just never drive a guy. If you go with a guy someplace, you never drive him home. If he is so drunk that he can't drive, then you leave him where he is. Mom and Dad have always pounded into my mind that if my date doesn't think enough of me to control his drinking, then don't be with him. You just tell him, "Well, you can get somebody else to drive. I'll go home with somebody else." I should have done this, but, on the other hand, maybe I could never do it. I've just not been in that position before. You should never let a person drive if they feel they've drunk too much. And sometimes when I'm in the country I'll drive a friend or my brother home when they've been drinking. However, I just felt really out of place driving my date home. I didn't feel I should be doing it. But then I thought about it and tried to reason it out in my mind. This person in town wasn't as far gone as a lot of other people I know, it was just that he was more cautious. He had probably drunk a lot less than somebody in the country would drink, because there's more chance of being stopped by the police in town. I couldn't figure it out. It's really weird trying to reason out things in your mind #5033

One of the most frustrating things that happens is not being able to get your computer to do what you want it to, because it prevents you from getting on with your work. You can spend hours trying to get it to do something, pushing the same buttons, and getting the same senseless messages. Even when you go to your manuals, the explanations in them include so much unfamiliar stuff that the manuals become a second source of frustration. Today I wanted my computer to print mailing labels. It gave me a great many choices of formats, but I couldn't tell which one I wanted; it insisted my layout was unworkable, but when I changed my layout, it still said it was unworkable; and it kept wanting me to merge, but I didn't know what merge meant. Every time I tried

something, the computer either started the process over or set up a new file for me. I ended up with four new files for labels on my screen, and no labels. Even though this was something I was doing for myself and not work related, I ended up going to the office secretary and begging her to do it for me. It is so wearing when your computer won't do what you want it to. #5034

I came out of the bar and busted my key off in the lock of the car door. Damn was I pissed off. I took my boots to my car, even though it was my pride and joy. I kicked in the door, the fender, the hood, and finally the window to get in. Then the key for the ignition didn't work either. So I got out and started off on foot. Someone else must have gotten pissed off that night. Cause as I was walking down the street I found my car. What are the odds that someone else had the exact same car right down to the rims? I'm not saying that I am proud of that, you know. #5035

I've seen guys get very upset when something happens that they don't like. A friend of mine went with this girl for a long, long time and she broke up with him in the middle of his exams. So he just failed the exams. He put a hole in his bedroom wall with his fist, and afterwards he placed a picture over the hole. I've seen my brother get upset over a girl and take it out on his truck. He'll rip around for an hour or so. He'll drive recklessly and fast and burn the rubber off his tires. A cousin of mine takes it out on his cows. If he's trying to do something with them and they step out of line, he just blows up. He screams and curses at them, and sometimes he hits them. When something bad happens, guvs will sometimes get so loaded they can't stand up. I've never seen a guy cry. My cousin lost a couple of his close female friends. They were walking down the road and this guy who was drinking drove into them and just demolished them. At the time my cousin was driving down the street behind the guy who hit them. Afterwards he was close to tears and just sat there staring blankly ahead. He kept saying, "These things shouldn't happen." But he didn't show much emotion. He just held his feelings in. #5036

Justin is an eighteen-year-old high school student. To Justin, the most important thing is winning. Justin believes winning is the greatest achievement, and the best and the ultimate thing in life. I've heard him repeatedly say, "It's not how you play the game, it's whether you win or lose." He would never think of playing a game to have fun. That would

be pointless. After all, what is the purpose of playing a game, if you aren't going to win. Justin could have fun playing a game, but if he didn't win, he would sulk about it for a long time. Before we play a game, he always says, "Don't get mad at me when I win. I can't help it, because I'm the best." He usually does win, and when he does, he lets you know it. He'll say something like "I win again. The champion rules." It never fails. He always says something like that. It's enough to drive you up the wall. There's another thing he does when we play a game where you keep score on paper. He'll set up two columns for recording scores, labeled "Justin" and "Loser." This starts to bother me because he does it every time. Also, if he does win a game he'll want to keep playing it over and over. He is never satisfied with one win. He always has to have a whole string of wins to brag about. When he wins, he'll keep referring to his win all night, so, God forbid, no one will forget about it. For example, if we start playing another game, he'll say, "I'm gonna beat you in this game like I did in the last one." I've often asked him why he always wants to win, and he always replies, "I have to win. I have an image to keep up, and if I didn't win, it would make me look bad."

I've never in my life seen someone get as upset as Justin does when he loses a game. He acts like an eight year old and loses his temper. One time Justin and I were playing a game of cards with his parents. Justin was the first to lose and be kicked out of the game. He got up from the table with a really disgusted look on his face, and without saying a word he went into another room and stayed there until the game was over. Afterwards, Justin didn't mention the game again. Just after Christmas Justin and I were playing a detective game with my mother. When the game was nearly over, my mother tried to solve the game and failed. When it was my turn, I solved the game. Justin never mentioned the game until a week later when I said I wanted to play the game again. Justin said he didn't really feel like playing, and when I asked why, he was reluctant to tell me. I finally got it out of him that he didn't want to lose again like he had before, and that if he did play and lose he would be in a rotten mood all night. On one of the rare occasions when I won a game, I was in a good mood and laughing. Before I knew what was happening, Justin stood up, went upstairs to his room, slammed the door, and put the stereo on full blast for fifteen minutes. Then he came downstairs and said he was sorry. I couldn't believe it when he asked me, "You won't tell my parents, will you?" "Tell them what? That you lost the game, ran upstairs, slammed the door, and wouldn't come out?" "Just promise me that you won't say anything to them about this." I asked him, "What's the big deal whether I tell them about it or not?"

"Well," he explained, "when I was a kid I used to be a sore loser. I don't want them to think that I am anymore." He was honestly afraid I was going to tell his parents about his little tantrum. If Justin does lose a game, he always finds a good excuse. Either he let me win, or he was sick or something so he wasn't at his best.

Justin wants to win at everything. He and I were driving separate cars from his house to mine. I started out following him, but when we came to an intersection, for no particular reason I decided to take another route. It ended up that because of traffic lights and the amount of traffic, I got to his house before he did. When Justin arrived, he was mad, because I was a girl and had beat him. He said, "Girls aren't supposed to be able to drive better than guys." He wouldn't listen to my explanations that it was because of the lights and traffic.

I think all this is so important to Justin because he wants recognition. He gives himself recognition when he praises himself. But he also mentions frequently that he wants to be "known" by other people. Clearly, he wants to be known as a winner, not a loser. #5037

People are bothered when reality does not match their models. They feel bothered when they find that their environment, other people, and they themselves do not act the way they think they should or expect to. They even feel bothered when they encounter something that they have no chance of changing. They also feel bothered when they have their models opposed and rejected by other people.

I work as a cashier at a department store. Some of the parents growl or yell at their children while they are at the checkout counter. This makes the cashier very tense because she is unsure how these customers will act toward her. #5038

I work at a fitness center which has a small swimming pool. I watched a woman finish swimming the length of the pool from the shallow to the deep end and turn to swim back. In the meantime a group of boys entered the pool and began swimming across the width of the pool in front of her. Therefore the woman's path was blocked. She stopped and seemed dismayed. She attempted to get their attention, and when this failed her face turned to an expression of contempt. After spending some time pondering her situation, her expression suggested she was angry. I thought she was going to get out of the pool and leave. Instead she turned around, and with a determined look on her face, got out,

dove into the middle of the boys, and swam the length of the pool. When she got to the other end, she turned and swam back. The boys, seeing that their path was blocked by the woman, acted just as determined to continue their activity. I felt that neither party fully enjoyed themselves. #5039

There is only one downhill ski park on Prince Edward Island. This Saturday people started arriving at seven-thirty in the morning to rent ski equipment from the park's ski shop, which opens at eight o'clock. The owners of the shop opened at five minutes after eight, and people began pushing and shoving their way toward the front of the line. There were supposed to be two separate lines, one to rent downhill ski equipment and the other to rent cross-country ski equipment. However, everyone was mixed together in the two lines. Soon there were about 200 people packed in the ski shop, which can comfortably hold about 50. There were an additional 50 people lined up outside the shop. Most of the people there were from six to twenty-five years old. The younger ones were usually with their parents or an older brother or sister. These lines were torture. There was much pushing and shoving, which didn't succeed in helping people move ahead. There were many dirty looks from adults, mostly at the kids who were shoving. Kids grabbed each other's caps and threw them back into the crowd, so the owners had to squeeze to the back to look for them somewhere on the floor. A few angry teenagers asked if anyone wanted to buy a kid cheap. Next to us a young teenage boy told sick jokes to his friend the entire time we stood there. Those who overheard just groaned and gave each other resigned looks. I thought the boy was never going to shut up. My friend and I stood in line for two hours and fifteen minutes. When there were about twenty people between us and the front counter, it was announced that there were no skis left. This was very discouraging. Most of the crowd, including us, left the ski shop in a bad mood. #5040

There are many things that can get you very upset or frustrated when you play a round of golf. If you watch someone else play and see them get upset over little things like missing a putt or losing a ball, you may think they are stupid or crazy. But when you get out on the course and these things happen to you, it is hard for you not to feel annoyed or frustrated. Out on the course you can see a normally mild-mannered person kicking his golf bag or throwing his golf clubs. Sometimes the golfer throws his club further than he hit the ball. I once saw a fellow

throw a club into a tree where it became stuck in the branches. He reached into his golf bag, took out another club, and threw it into the tree to try to knock out the first club. However, the second club also became stuck in the branches. After cursing a great deal and much laughter from those watching him, he succeeded in using a branch that was lying on the ground to knock the two clubs out of the tree. Before I play I always tell myself I am not going to get mad. But before I finish playing I always get mad at something no matter how hard I try not to. I may hit a bad drive, duff a shot on the fairway, hit a ball into the water or a sand trap, miss a short putt, or lose a ball. These things aren't that serious, but they never fail to get your goat. Also, when you do get upset or frustrated this adversely affects your game. It causes you to make more bad shots, which can cause you to feel even more frustrated. Golf requires a great deal of patience. You have to be able to control your temper and not let a bad shot get to you. When players are equally capable, more often than not, the person who plays the best is the person who can best control his emotions. #5041

I think when you learn that your friends and members of your family see things differently than you do, it has an impact on the relationship. You may decide you like them less than you had thought, or decide that the relationship is more limited than you had realized. You do feel you should try to change them. You also find opportunities to score points for your position, perhaps by repeating to them something you hear about or read in the news. I disagree with one of my best friends about the Vietnam War. He thinks the big mistake of the United States was that it didn't go all out and use every means, including nuclear bombs, against the North Vietnamese. I think it was a war of independence in one of the few countries still occupied by western colonialists, that the Americans had no business getting involved, and that there is no way the Americans could have won. Neither of us is going to give up our position, and when we talk about the Vietnam War, we just repeat what we already think. Another instance is that my wife and I disagree about lobsters, crabs, and mussels. I think it is terrible to boil them alive and I feel really sorry for them when I see them crammed into holding tanks at the supermarkets. My wife loves to eat them and doesn't mind cooking them. Neither of us is going to change our position. Sometimes you just learn to live with the differences, but you seldom forget them. #5042

I went all the way through grade school with my best friend. We did all the normal things girls do. We were both into sports which took up most of our time. We talked about boys and which one we liked this week and which one the next. In junior high she attracted the boys' attention and always got the boyfriend. As we grew older she told me about her first sexual experience at fifteen with a boy she had known only two weeks. I always thought she would be the first married and the first to have children. Boy was I mistaken. The day she told me she thought she was homosexual is a day I'll never forget, no matter how hard I try. This was in the twelfth grade and she had had no sexual experiences with another girl, so I asked her why she thought she was homosexual. I remember her reply clearly, "I'm simply not attracted to guys the way I am to girls." At this point I had to leave the room to clear my head and collect myself. I couldn't believe what I had just heard from my best friend of twelve years. After a few minutes I returned and she said, "What can I say that will help you understand what I am going through?" I just shrugged my shoulders and said I needed some time. It's been almost two years since then and we are still friends, but not the way we were before. I've had a lot of time to think about my friend. The odd part of it all is she had always pretended to hate what we called fags, queers, and lesbos.

Later on she told me that she had told her mother, who was not exactly thrilled about the situation. "But what could she do? She loves me. At first she threatened to disown me, and I cried a lot. She knows I'm still confused. And she still tries to set me 'straight.' She'll say, 'Oh, honey, look at that guy over there. Isn't he cute?' and things like that. It's even harder on me because my dad still doesn't know. We'll all be watching a movie or something, and a scene will come on involving homosexuals. Dad will say stuff like 'I'll never understand why people do that.' It hurts, but I have to get on with my life." Because I have been her friend for so long it upsets me to think about what she is going through and how difficult it is for her to handle. However, I can sympathize with her parents because of my own feelings on the subject.

Just to see what her reaction would be, I asked my own mother what she would do if I told her I thought I was a lesbian. Her response was "Don't even talk like that, being a fucking fag. That's disgusting. I'm not even a religious person and I think it's a sin. Do you have any idea what they do? It's them that started AIDS, you know! You'd have to be sick in the head to be one of them. You better not be one of those

goddamn fags or you're outta here, kiddo. I didn't raise you like that." I assured her she had nothing to worry about and I had just been testing her reaction. I knew my mother was prejudiced against homosexuals, and I'm sure that's where I learned to hate them, but I had no idea her prejudice would go so far as disowning her own child. None of my other friends has anything even remotely good to say about homosexuals. The statement by one friend pretty much sums up the opinions of the rest of my friends. "All fags should be shot. They serve no purpose in the world; they only cause trouble. If they ever tried to put the moves on me, I'd probably kill them. Well, I wouldn't, but I'd want to. I'd hurt them pretty bad though. For their sake, I'd hope they'd have life insurance. It makes me sick even thinking about it. I just hope I never have to face one of those queers." #5043

When people encounter conflicts between models which they hold themselves, they feel bothered.

When I think of something I should do, it bothers me if I'm not doing anything about it. I try to deal with it as soon as possible so it will quit bothering me. #5044

If I have a good understanding of something, but then think of something else that contradicts it, I can get pretty discouraged. Often I don't know how to resolve the differences, but I know it will continue to nag at me until I see a way out. I usually decide to sleep on it and hope I'll see a way through after I wake up the next morning. Other times I'll sit down with a sheet of paper and outline the two positions to see if a solution suggests itself. And there are times when I just decide to live with the differences and hope they'll be resolved in time. Often I feel really stupid because I can't see a way out. #5045

Conflicts between a person's personal models can cause the person to feel frustrated and depressed.

One of the worst periods I ever went through lasted several months, when I didn't know if I was staying in one city or moving to another. Everything depended on what my fiancée did. If I was staying I should be doing one thing, and if I was going I should be doing something completely different. So I didn't know what to do with myself in the meantime. Ambiguity is one of the toughest things to deal with. #5046

People are very sensitive to inconsistency, and they are bothered by it wherever they encounter it.

Look at the license plate on that car. It isn't right. It says, "Fight Smog; Ride A Horse." But the guy isn't riding a horse. He's driving a car and making smog. #5047

Did you see that guy park in the handicapped zone? He's no more handicapped than I am. What a lowlife. #5048

My husband and I became very interested in the macrobiotic diet, and we went to an institute for macrobiotics. The founder of the institute had written a book on using his diet to prevent cancer. However, when we were at the institute we would see our teacher sitting in a coffee shop eating a doughnut. Then we learned that family members of the founder had died from cancer. These things made us question both the institute program and the diet. #5049

People notice immediately if a person mispronounces a word, uses the wrong definition of a word, makes a mistake in their grammar or punctuation, or misspells a word. They also notice if a person gets a name, date, place, or other detail wrong.

When I walked past the open door of a colleague, I said, "Hi! Terry." He replied, "Good morning." I knew it was fifteen minutes after noon, and I commented to myself that he should have said, "Good afternoon." #5050

People find it difficult to listen to or read about models which differ from their own

I find it isn't hard to read a book about an unfamiliar topic. It's material I don't know much about, and I don't have many thoughts of my own about the subject matter. But if it is a book in my specialty and the author has an approach which differs from my own, I find it difficult to absorb. I think my own way of looking at things interferes. It's hard to be open when another person's viewpoints do not coincide with your own or contradict them. It's like trying to get two objects to occupy the same space at the same time. #5051

People notice and feel bothered by inconsistencies with their models as soon as they encounter them. This serves as an alarm which alerts people to the need to make changes as soon as possible so they can operate more efficiently. People respond by changing their environment, other people, or themselves. The sooner they make these changes, the sooner they can operate more efficiently.

People can find inconsistency with their models a serious source of stress. They can be sufficiently bothered by inconsistency that they experience various symptoms.

My wife told me she was thinking of getting a new vacuum cleaner for our apartment. I told her I thought we should get an industrial one, because it would do a better job and last longer. She disagreed and said she would rather get a cheaper model that would just last a few years. She wanted something easy to move around, that she could replace with a more up-to-date model. I suggested she could call some suppliers to send us catalogs of industrial models, so we could see what they were and how much they actually cost. My wife told me I was causing her lots of tension and making her back hurt. She said she was going ahead, because she knew what she wanted and she wanted to get it right away. #5052

My friend, Jody, had a written assignment due by 4:00 PM that same day. Because her older brother had moved out, she no longer had access to a computer at home. So she went to the computer lab at the university to type her assignment. Everything was great until the printer started to act up. But now it was 3:50 PM and she started to panic. I saw her face was red and she was on the verge of a breakdown. She fiddled with the printer for an hour and finally was able to print her assignment. She relaxed only slightly, because she didn't know if her professor would accept late work. #5053

Ellen is a good friend of mine and her father just bought her a new car before classes started. On her way to my house she hit a parked car and dented her bumper pretty badly. The other car wasn't damaged and Ellen drove away. When she arrived in my driveway she started to cry and pleaded with me to find a solution before her father found out. She was on the verge of getting sick to her stomach. So we took the car to my uncle, who owns a car lot, and his mechanics said they would fix the car for us. Today Ellen drives only 40 kilometers an hour in town and always watches for parked cars. #5054

My wife and I have been hunting for a new house. The problem is that we want different things and what each of us likes doesn't mean that much to the other person. We know the other person is displeased, and this makes us unhappy and discouraged. As a result we are sleeping much more than usual. I told my wife that the house she likes doesn't seem like much of an improvement to me over where we are already. This really bothered her. This morning she stated, "I can't believe you don't see how much better the house is that I like. It is ten times better than where we are now. I work so hard and have to live in this rat hole. I deserve something better." We are both upset and depressed. #5055

Often people become angry when they encounter inconsistency.

I watched a young woman get out of a car and head for her apartment. When she didn't hear the car door close, she looked back and exclaimed, "Oh, fuck!" She turned back and closed it properly. #5056

My wife tried to twist off the top of a jar to get some sauce to put on her dinner. She yelled, "That stupid thing!" She looked at me and said, "I can't open it." I tried and couldn't either. So I went in the kitchen and used a tool to get it open. #5057

Some people put money in the pop and chip vending machines, but don't get anything and lose their money. They stupidly kick the machine and call it every name in the book, as though the machine can hear them. The machines have to be fixed repeatedly because of this abuse. #5058

Some people get so upset when their team loses a hockey game that they pound on the TV, even though it is not the TV's fault. #5059

When I was a little girl, I had a good job babysitting for three kids. The woman paid me two dollars an hour and an extra dollar for housework. But when she wasn't there her husband paid me, and he only gave me three dollars for four hours of work. It made me mad, but I didn't say anything because I didn't want to lose the job. I will always remember the day his wife found out how little he was paying me. She was so mad at him it was funny. #5060

People frequently become angry when another person opposes them or is unwilling to change.

My daughter needed to return a movie she had rented to the rental store, and tried to persuade her brother to take it back for her. But of course he didn't want to. She claimed she didn't want to go to the trouble to put on something presentable. But actually she wanted someone else to do it for her. She kept trying to persuade her brother, and the longer he refused, the angrier she got. #5061

My wife told me that a friend of hers, who had colds all winter, was given Chinese medicine by a herbalist and hasn't had any colds since. My wife said I should take the same medicine. I told her I didn't think so, and she got angry. She argued that I've had colds on and off for several months, but that I'm just so stubborn that I won't try anything new. #5062

Inconsistency is experienced as an affront to one's model, and therefore an affront to oneself.

Because they feel bothered, people feel compelled to say or do something which will correct the situation and produce greater consistency with their own models so that they will no longer feel bothered.

Will you please pick up your suit at the tailor's? You haven't done so, and this is causing me stress. #5063

I was talking to a guy I see every night at the fitness center. I told him, "I feel guilty if I don't come and work out." He commented, "Who needs another guilt trip?" I asked if he feels guilty if he doesn't come, and he said. "Yes, I do." #5064

Our son is in Ontario in his first year of university and we called him up last night to see how he is. My wife asked him a couple of times how much he was studying. He evaded the question at first and then started yelling at her, "Let it go!" I got so mad at him for this, I could hardly talk to him anymore. First thing the next morning I wrote him a letter, and said, "There is absolutely no excuse for you to yell at your mother. Why shouldn't she ask how much time you spend studying? People are going to ask you questions you don't like and criticize you all of your life. Until you can respond positively, without yelling at them, you'll remain a child. Also, you want to find a girlfriend. What woman is going to want a relationship with a man who yells at her every time she says something he doesn't want to hear?" After I sent the letter off, I felt a lot better. #5065

Some of these crazy teenagers ignore the solid line on the highway, and pass everyone going up a hill. One of these days they'll cause an accident. Even though I know they can't hear me, I get so mad I yell at them through the closed windows of my car. #5066

People also resent the pressures that other people put on them when other people seek to establish consistency. Those exerting pressure want them to act contrary to, or inconsistent with, the models they already hold. People consider the models they already hold to be extensions of themselves. Therefore when their models are under pressure from others, they consider themselves to be under attack. When people struggle to protect their models, they are protecting themselves and their resources. Therefore they often experience anger, which is the feeling which helps people protect themselves and their resources.

I'm Baptist, and I was dating this Catholic boy. In fact, I went out with him longer than I've gone with anyone. I even went to Mass at his church a couple of times. I really liked his parents and enjoyed their company. They're a great couple and were very friendly and nice to me. I felt a lot of respect for them. I think they thought I might marry their son. Well, one night we were visiting his parents at their home, and they spent the whole evening telling Baptist jokes in front of me. Their son joined in too. They were laughing about baptism and dunking people in the river. They told stories about the Baptists cutting holes in the ice so they could immerse people. They were laughing about the guys who thought they were going to die. Apparently one guy was dunked in the river in wintertime and froze to death. They figured he'd probably go to Heaven since he'd just been baptized. I got right upset, but I didn't say anything because I was in their home. If they'd cracked a joke or two about the Catholics just to make things even, I'd have figured they were making fun of religion. But they never cracked a Catholic joke. My respect for his parents went to zero. I wished I'd had my car so I could have gotten up and left. But I didn't want to make a scene and have them say, "Well, she couldn't take any picking on her. Look at her getting mad over a little thing like that." So I just sat back and took it all and didn't say anything. When their son drove me home, I told him, "Your parents don't think much of me, do they? If they think that little of me, I'm never going to your place again." I was yelling, "There is just no way." They didn't respect my Baptist beliefs. I was upset when

I got home, and my parents said, "What do you expect from a Mickey (a Catholic) anyway? Their church says we're not going to go to Heaven, and that we're just a bunch of fools because we're not Catholic," and "They just decided you were going to leave the Baptist church and become Catholic, because you were going to Mass, and they got carried away." A few days later the boy came and apologized for his parents. I never set foot in their house or their church again. #5067

In my last year of junior high, Dad saw my report card and said I was grounded until my marks got better. Well that took four months! I thought he would take pity on me after a few weeks, but he kept me grounded for the whole four fucking months. Do you know what it's like to have that happen in the year when you're supposed to be top dog in the school? There were five or six different girls who wanted to go out with me, and they were all popular and gorgeous. God I hated him so much for doing that to me, and we fought like crazy. I thought I was going nuts. I thought of suicide, and even of ways to kill him without being caught. He wouldn't even let me go to the junior prom. I hated him so much for that. He said I needed good marks, and I realize this now. I'm presently completing my education at a good university, and I'll probably get a good job when I finish. But I still think he shouldn't have grounded me for so long. I know he did it for my own good, and I thank him, but it shouldn't have been for that long a time. #5068

When we encounter models and submodels which are out of alignment, we work to align them. Placing them in alignment enables our brain to operate efficiently and us to act effectively. The bother we feel from inconsistency encourages us to work for consistency. We react to inconsistency wherever we find it. It makes no difference whether we find it internally (in ourselves) or externally (in others or in the environment). It is all the same to the brain. Inconsistency is inconsistency, and anathema to the brain.

Evangelical churches teach that the Bible is literally true, and strongly preach the necessity of establishing a right relationship with God. The only way to establish a right relationship is to have one's sins forgiven through a personal surrender of one's life to Jesus Christ, or to be "born again." One does this out of gratitude for Jesus's death on the cross to atone for our sins and in order to recognize his Lordship over all. Once established, the relationship is maintained through prayer, Bible study,

and fellowship. Christians are expected to tell others about the new life that Christ has given them. One is expected to live a holy life and avoid drinking, smoking, dancing, and going to movies.

Young people raised in evangelical churches often go through a stage of rebellion in their early teens, during which they commit a number of minor sins, such as drinking and dancing. They do so as a rebellion against the strictness of their parents, but also in order to fit in with the other kids in school. During this time they have a strong feeling that God is after them and that they cannot escape being hauled back into the fold. Eventually they return wholeheartedly to their church. I have seen this happen to a number of my friends, including my friend Olivia.

Olivia was raised in the Baptist church from a young age. She enjoyed Sunday school, but found church less interesting. At the age of five she knelt beside her bed and asked Jesus to come into her life. Afterwards, she recalls being very excited and going from door to door in the neighborhood inviting people to come to church. During elementary school her faith remained strong. Then around the age of thirteen she felt a sense of unrest. She began to see Christianity as merely a set of rules. Church became a boring ritual, and being a Christian meant not being able to do all the things that the other kids in school did. She felt a strong desire to join the other kids and to become "cool" and "sophisticated." During this time she felt very bitter about being raised in a Christian family. She felt that because she had been born into a Baptist family, God had His hooks in her, and she was doomed to be a strict, conservative Baptist for the remainder of her life and to never have any fun. Olivia's parents were unaware that she began to drink, smoke, and dance. She felt very strongly that if she mentioned God around other kids, even those in her church, she would be considered square. Mentioning her belief in God was quite out of the question. When she and her friends from church spoke of God in their conversations with each other, they did not use the word "God," but referred to Him as "the man upstairs." Every summer Olivia went to Bible camp and while she was there she tried to make a new commitment to God. Each September, after she returned to the same church and the same gang of friends in school, she once again adopted the behaviors she believed were wrong. She rebelled against the conservative, old-fashioned ideals of her parents, but at the same time felt guilty about doing things her parents would disapprove of. Never for a moment did she doubt God's ability to get her to mend her ways. She felt trapped,

and said, "It's so gross to backslide. All the time you know that God is real, and that it's only a matter of time before He catches up with you. You even realize, in a confused sort of way, that you want things to be right between you and Him, but you don't know how except to give up everything that's fun, and you're not ready to do that yet. If somebody my own age had witnessed to me then, and I'd seen that He was really real to that person, I would have been terrified." What we see here is an effort to ignore God rather than to reject Him, and the feeling "God will get me in the end." People in this situation also worry whether or not they will go to heaven when they die. When Olivia was fifteen and in Bible camp she made a serious commitment to God. She decided to start praying and reading her Bible every day. At the same time a young woman 25 years old started a youth group in Olivia's local church. Olivia was amazed that the young woman was willing to do teenage things like hold sleepovers at her house, and go to movies with them, but also maintained the close relationship with God that Olivia desired. The woman also exposed them to gospel rock music as an alternative to hymns. As Olivia's relationship with God grew stronger, she associated less with the regular kids at school and more with her Christian friends. Olivia and her friends began wearing buttons that stated, "Have patience. God isn't finished with me yet." They became proud of their identity as "those religious fanatics," and were open and friendly with the other kids at school. They were the first people I met at the high school and by far the friendliest. By the age seventeen Olivia no longer drank or smoked, and when she graduated from high school she no longer danced at parties or listened to the radio. She did still go to movies occasionally. Now she is an avid church member and aspires to be a female evangelist.

Several other young members of Olivia's church went through an identical transformation. They rebelled, returned gradually to their faith, and in the end completely espoused the teachings of their church. Today none of them feel they are missing out on any fun, In fact they say they are far happier now than when they were trying to be sophisticated and normal at the expense of their consciences. However, one of the girls has started dancing again. The last time I talked with her she was in a state of great agitation about it, because she was tormented by guilt. She felt in her heart it was wrong and even said so. But her newest group of friends dance frequently, and she feels pressured to do so. I don't know whether she is still dancing. #5069

People try to establish consistency a) between their models, and b) between their models and reality, so they will no longer feel bothered, or tension. When models do not match reality, people try to change reality to match their models. For example, they do this when they act to achieve a goal. When people encounter an obstacle or problem which interferes with executing a model, they experience an increase in tension. Inconsistency between what we want (our model) and what exists (reality) bothers us. We seek to remove this bother by changing what exists (reality) to match what we want (our model). When people establish consistency by achieving goals or by resolving conflicts between models, the bother, or tension, they feel disappears and they experience pleasure. The following examples illustrate how people react and feel when they release tension.

I watched a freshman girl quickly enter the student lounge. She was wearing blue jeans and a pale yellow sweatshirt, carrying several textbooks, and had on very little makeup. She looked at another female student, rolled her eyes toward the ceiling, and let out a loud sigh. She dropped her books noisily beside her female friend and said, "What a morning! Look after these while I finish putting on my makeup. Dad rushed me this morning and I barely had time to get dressed. Do I feel awful!" She took her purse and went to the washroom. About five minutes later she returned from the washroom looking calm with a smile on her face. She sat down next to her friend and put on a watch, earrings, and a ring which she was carrying in her hand. #5070

It's a real high when you find a way to put different ideas together neatly. The funny thing is, feeling really happy is not related to whether you put them together in a right or wrong way. Often you realize later the way you picked was wrong and you're going to have to start all over again. #5071

Last night my wife spent two hours making a Vietnamese dessert she had never made before. She grated a Vietnamese vegetable and added coconut milk, tapioca, sugar, and salt. After she took it out of the oven, she tasted it while it was still hot. It didn't taste right, and she was definitely disappointed. The next morning she tasted it again, after it had cooled down overnight. This time it tasted exactly as it was supposed to and my wife was ecstatic. She was really happy and bounced around the kitchen, saying "I'm so excited. Make my day, man. I thought I was going to have to throw it out." #5072

A few weeks ago I noticed a lump on my chest. It clearly didn't belong there and I knew I should have a doctor check it out. I used a medical guide of symptoms and causes and couldn't find anything that described it accurately. It made me uneasy, because my mother had a history of breast cancer. Then last week a friend of mine, who is younger than me, was diagnosed with liver cancer. So I made an appointment to see my doctor right away, because I knew he would help me get to a specialist who would do a biopsy. In the meantime I began to get some of my papers in order, because I knew if my problem was serious I would have less time to get things tidied up in the future. Then when my doctor examined the lump, he said he had had one just like it for years. He said it was just a fatty deposit. It was soft and spongy and moved around, not like cancer which would grow into other tissues. The doctor even had me feel the lump on his chest to reassure me, and it felt just like mine. Boy did I feel much better after that. I was so relieved, I was just bouncing along. I felt so good I wanted to celebrate. #5073

A friend of mine, Terry, went drinking with the rest of the staff after work on a Friday. He had a lot to drink, and when he drove home he fell asleep at the wheel, drove into a telephone pole, and completely wrecked his parents' car. Terry was charged with impaired driving. He was very nervous about appearing in court. He told me he felt like a criminal and was very sorry for what he had done. I wished him luck and told him to keep his chin up. In court Terry was fined \$1000, had his driving license suspended for a year, and was sentenced to three days in jail. He found his experience in jail demoralizing. He really did not know what to do. He slept most of the day and was awakened for meals. Terry found the food unappetizing. He phoned me to come pick him up early Saturday morning. When I got there at six AM, I saw Terry being led to the main office where he signed the release papers. When he walked through the doors he had a smile on his face that I will never forget. I guess it was a sign of tremendous relief. Terry suggested we go to a pancake house to get some breakfast and unlimited coffee. #5074

I was eighteen when I found out I was pregnant. I couldn't believe it, and kept repeating, "Why did it happen to me?" I was very upset and scared and the only person I felt I could confide in was my boyfriend. We had been seeing each other for less than a year. I knew if I had a baby I would have to leave university, and I didn't want to give up my goals. I was nervous and irritable. After many hours of thinking about it I decided

an abortion would be best. My boyfriend said he would support whatever I decided. He agreed to go with me to Boston for the abortion. I was scared and wondered if I was doing the right thing, but the counselors in Boston helped me get over my fears. The clinic gave me several tests and then performed the abortion. It was fast and simple and not too painful. Immediately after the abortion I felt so relaxed. All the tension that had built up over the previous weeks was released. Deep down I knew I had done the right thing and felt relieved. We were able to go to Boston and return home the same day. I was glad I didn't have to tell my parents. Both my pregnancy and my abortion would have upset them greatly. I had the abortion a year ago and have never regretted it. I'm quite happy now, but sometimes deep down I feel scared, and wonder what would have happened if I had gone through with the pregnancy. #5075

I attended two weddings in the country this summer and could see that nervousness is a big part of a wedding. One would expect the bride and groom to be the most nervous, but this is not always the case. I stood (witnessed) for the bride in one wedding and was almost as nervous as the bride. I saw that mothers get very nervous too. In one wedding the mother of the groom was shaking more than the bride, and the same was true of the mother of the bride at the other wedding. This nervousness is always followed by a great feeling of relief when the wedding is over. A lot of careful planning goes into a wedding, and people believe it is the most important day of the bride's life, so everyone involved is very relieved when all the running around is finally over. You can almost feel the relief going through the church at the end of the ceremony. Now everyone can relax and enjoy the subsequent celebration. #5076

According to the rules of the Catholic church, a member of the church must go to confession at least once a year. Although new practices have been introduced in Catholic churches elsewhere, such as confessing while sitting face to face with the priest (Act of Reconciliation) or confessing in a group, people in my church still say their confessions out of sight in a booth. However, the frequency with which one goes to confession varies considerably from person to person. Some go as seldom as possible, and others go regularly. Often people go on First Fridays, which are the first Fridays of each month. It is common to try to attend every First Friday for nine consecutive months. If a person makes the Nine Fridays, it is believed they will not die without receiving the Last Rites from a priest.

At our church there are three booths joined together for confessions. The center one is for the priest, and parishioners use the two booths on the sides. The booth for the priest is the only one with a door; those for members of the congregation have curtains. There is a slat and a grate between each of the booths. When you confess, the priest pulls open the slat on your side, makes the sign of the cross, and listens to you through the grate. You say a prayer which begins, "Bless me, Father, for I have sinned." Then you tell your sins. Afterwards, the priest absolves you, and while he is saying absolution you say the Act of Contrition, which begins, "Oh my God, I am heartily sorry for having offended Thee." The penance assigned by the priest is quite routine. Someone remarked to me, "In all my years I went to confession, the most I ever got for penance was five Hail Marys. You'd think there'd be something else they could give."

Usually people rehearse beforehand what they are going to say during confession. Many people plan exactly what they are going to confess well before they get to church. As a child I used to add up my sins, such as lying and saying bad words. If I could come up with four or five, I'd figure I was doing pretty good. Then during confession, as I told my sins to the priest, I would count them off on my fingers to make sure I didn't forget any. I was really afraid I would forget to confess something and blow the whole thing. The nuns placed so much emphasis on doing everything meticulously and properly, that as children we thought that if we didn't do it letter perfect it wouldn't work. I can remember getting back to my seat a couple of times and suddenly remembering something I forgot to confess. I thought, "Oh my God, I forgot to tell that. I'll go to hell for sure." But then one nun told us not to worry about the portion we forgot.

On the way to church my family would rehearse the prayers they had to say in front of the priest in the confessional booth. While we were riding in the car one of the adults would ask, "What is it you have to say again?" and someone else would repeat the prayer you say when you relate your sins and the Act of Contrition. I always wished they would be quiet so I could remember all the things I was going to confess. And as they reviewed the prayers among themselves, I would get things mixed up. During confession the priest would help you if you couldn't remember what to say, but it was very embarrassing.

Normally people go to confession before the church service begins. It is important to get there as early as possible, in order not to have to wait too long in line. If you spend too much time at confession, you

won't be able to get a good seat at the back of the church for the service. Usually there are two lines, each waiting to use one of the two confessional booths. Sometimes other people break into line ahead of you, and this is felt to be very rude. "We were waiting for the confessional. I was right behind Mary, and all of a sudden Ann Smith jukes (shoves) right in front of Mary. Such ignorance (rudeness) in church. It's an awful thing to know nothing."

People generally feel considerable pressure to get in and out of the confessional booth as quickly as possible. If you are in for too long, people may wonder what you have to tell that takes so long. Those in line may comment, "Must be quite a story to be told in there. Did you see who went in?" If you try to ad-lib instead of reciting those things you planned to say, it is easy to lose track of time. Sometimes while you are saying confession you wonder if the priest remembers you are there kneeling in the dark. My niece used to clear her throat repeatedly because she was worried one old priest had fallen asleep. On the other hand, you don't want to stay in the booth too short a time, or people will think you didn't confess everything.

If there is a special service, such as the Forty Hours, there may be one or two visiting priests to help out with the large crowds coming to confession. Often people know the visiting priests or have at least heard something about them. Many pass this information on to others. "Don't go to that big, tall fellow with the red hair. He asks a lot of questions. That other fellow with the glasses is great though and hardly asks anything. You get through in no time."

There is the assumption that the priest hears so many confessions that he won't remember you or your sins. When a priest does know the identity of the person confessing, he is never supposed to reveal the fact. I know of a case where a girl confessed to a priest who knew her family fairly well. The priest was expected at their home for supper that evening, and after he had heard her confession and given her absolution, he commented, "I'll be over to the house in an hour or so." This was very poor behavior on his part, because he revealed he knew the identity of the person who confessed. Because some people do not want to be recognized, they try to confess to a priest they don't know personally. They may take a chance that there will be a visiting priest during Forty Hours and confess to him. Certain others prefer to confess to a priest they like personally. I do the latter, because there are two priests I feel comfortable with confessing face to face.

Confession is a very personal experience. The first and perhaps second time you go to confession as a child, your mother may ask what

you are going to say, to make sure you say the proper thing. Thereafter, you are on your own. You just never talk to other family members about what you are confessing. There are also certain things I have never confessed. These are things which I am currently engaged in. I plan to confess them in the future, probably when I no longer do them.

I have always felt very tense before confession, and want it to be over with. I also find that when you say your confession just before a church service, there are all the noises of people entering the church and settling down, and confession seems somewhat matter of fact. But when you go at a special time set aside for the purpose, such as during the afternoon, it is so quiet that I feel what I am doing matters so much more. Sometimes when you go early there is no one waiting in line. You can hear the priest in his booth and assume he is saying his prayers. Then if you go to enter the booth and find somebody already there, it causes the greatest embarrassment. It is a total invasion of privacy. There is no way you could have known, but it is terribly embarrassing. Once I was in the booth saying my confession when someone else pulled the curtain aside to enter. I gasped.

While waiting in line people are often conscious of the sounds coming from the confessional booths. In many cases they can hear part of what is being said. Parents often tell children, "Now don't get in there and shout what you have to say. Just whisper; the priest can hear you." People often get uncomfortable and embarrassed if they hear another person's confession. Once when my niece was in the confessional booth, the priest left the slat on her side open and she heard the entire confession from the other side. My niece was really upset over this. Some of those waiting in line outside the booths shuffle their feet or cough frequently to drown out the voices of those confessing. I have never heard anyone repeat something they overheard at confession. You would never tell. You would be considered such a lowlife if you did.

After confession I feel a tremendous relief. I feel my sins have been removed and forgiven and also that I've gotten through an ordeal. I didn't trip coming out of the booth, I didn't talk too loud, no one opened the curtain while I was inside, and I remembered everything I intended to confess. I think, "Oh good, that's it for another couple of months." Mom calls it a siege, and says, "That's that siege over with." #5077

On family farms the amount of anxiety and relaxation one feels is based on the time of the year. Spring each year is very tense. The entire family is apprehensive, because what one does in the spring determines what one harvests in the fall. My dad is very hyper at this time because he

knows that the financial success of the farm depends on him. There is a great deal of work in the spring to prepare the soil and do the cropping, or planting. Land must be plowed, disced once or twice, harrowed at least once, limed because of the high acidic content of the soil, and finally fertilized before any planting can be done. Once you plant the seed you must pin harrow the ground or hill the potatoes. By the time this is nearly finished everyone is so on edge that people hardly speak to each other. The entire family is affected. My mother is very edgy; my grandfather becomes very serious and stern in contrast with his usual joyful, joking manner; and even though we are not really involved in the cropping, my sister and I become short-tempered and difficult because of all the tension we feel in our home. This period is also hard on the nerves because my father wants to be the first person in our area to finish cropping. The atmosphere is "Go! Go! Go!" all the time. Once cropping is completed the tension breaks and the family returns to a normal state. At this time there are other jobs to be done, such as picking up stones in the grain fields, mending fences, and putting cattle out to pasture. But this is not as time consuming and does not involve as much pressure as cropping. The family rests easier and is in a lighter, cheerier mood. After the crops begin to grow, weeds must be frequently sprayed to kill them. Then in June it is time to begin harvesting. We hire a crew of young men and women to help harvest the different crops. They often clown around, which makes the work more fun. Depending on the weather, harvesting hay can take very little time or be quite dragged out. Hay must be dry before it is baled. If it is wet when it is put into the barn it can spoil or create a fire. We may be at the hay anywhere from two weeks to a month or more. Dad becomes very tense because he is constantly worried about the weather and fears some hay will be spoiled by rain and there won't be enough to last the entire winter for the cattle. Because of the great amount of work that must be done, this period is even more frustrating than cropping. For example, we put up thousands of bales, which weigh from fifty to seventy-five pounds each. Bales are transported from the field by wagon and stored in the barn. After each day working at the hay everyone is tired and short-tempered. By the time all the hay has been harvested it is time to harvest the grain. But this is not a very strenuous job, so one does not mind it too much. The problem is that we do not have our own combine to cut the grain, so we have to hire someone with a combine to do it. There are about ten farmers who all want their grain cut at the same time, and each of them wants theirs done first. This is why it was so important to get your crop into the ground as early as possible. If your grain is ready early enough it can be harvested sooner

than someone else's. No one wants to wait all fall to get it done. Also no one wants to bother with grain when it is time to harvest potatoes. We usually harvest our potatoes around the end of September. This is quite a strenuous job, but because of our crew we do not mind the job so much. There is always a potato fight or other foolery going on and everyone stays on their toes waiting for someone to try something. Things usually run smoothly. When things are progressing properly, Dad is happy. But if there are problems with equipment, which there usually are, then my father gets very disturbed. For example, a digger chain may break or the wagon may have a flat tire. When we get held up, everyone beware. We are all on our best behavior until things get rolling again, and then our horseplay starts anew. On days when it is cold and there are several breakdowns and holdups, the atmosphere is tense and workers are sometimes grouchy and easily angered. If the weather is good, harvesting potatoes takes only a few days. The big job is grading them, but most of this is left until winter. A farmer is happiest when he achieves a good harvest. My father is just in his glory when he sees that his grain crop or potato crop has been successful. After potatoes are harvested everyone is pleased to have most of the year's work finished. However, there is always work to be done. Cattle must be put into the barn, the land must be plowed, and wood must be cut for the woodstove in the kitchen. During the winter potatoes must be graded and the cattle must be fed and their stalls kept clean. As winter approaches life is very peaceful. Dad returns to his normal state by joking with us and taking us out. Mom is happy she can concentrate on her housework. Grandpa jokes with us and is able to spend time doing what he likes, which is carpentry and odd jobs around the house. During winter we often do things together and feel we really are a close family. #5078

A sizable cattle show at an exhibition usually lasts about a week with people and cattle arriving on one Saturday and going home the next Saturday or Sunday. Most shows have both dairy and beef cattle. A few breeders have their own cattle trucks, but most hire a transport company that specializes in livestock. When the cattle arrive at the show there is turmoil. There are so many things to be done quickly. The cattle are tired, hungry, and very dirty after a long ride. The truck has to be unloaded and everything has to be arranged. When things are a bit calmer the worst job begins, which is washing the cattle for the first time. While this is done their stalls are remade with a lot of straw to help keep them clean. This keeps everyone running to get things done. No one talks much because everyone is tired and tense with all the work to do. After the cattle have

been washed someone watches them constantly until show day to keep the manure cleaned away.

We usually take a full string of cattle, which means a maximum of ten animals. There is a great deal to be done before show day. Each animal needs washing, clipping, feeding, and exercising. No one would believe the amount of work it takes to look after ten show animals. The bigger farms have a number of hired men to do all the work and a herdsman to supervise them. There are also professional clippers that can be hired to bring out the strong points and hide the weak ones in an animal. No one does much socializing at this time. Everyone says hello and may chat for a few moments, but no one has time to stop and talk. Although all of the owners and their families are friendly, the days before the show are tense. It is unbelievable how touchy everyone is from the time we arrive until the show is over. The men usually take a walk around to look over the cattle brought by the other exhibitors so they will know what the competition is like. When they know how many cattle there are in each class and what their quality is, they know which ones of their own herd to concentrate on.

An air of apprehension hangs over everyone. The final day before the show we have to finish up the clipping, trim the feet, maintain a tight feeding system, keep the animals clean, milk them, and perform other chores, and this takes a lot of time. At big fairs cattle are often washed twice a day until show day, and once a day afterwards to make sure they stay clean. The day before the show, cattle are blanketed and watched constantly. Everyone is on edge because no one wants to have to go back out and wash another cow. The cows are milked late at night, because they are not milked on the morning of the show. Someone stays up all night watching for manure while the others sleep so they can get up early and take over. Everyone is up extra early on the morning of the show. A specialized feeding system is used that morning to make sure the cows are extra full. Everyone has certain jobs and people rush to get them done. Time passes quickly until it is show time. People are almost in a state of panic because there is always something to do that was forgotten or overlooked.

After the show everyone feels relieved it is over. All of the pressure is gone and everyone feels at ease. There is usually a party on show night and everyone is eager to socialize with the others. All traces of competition are gone. The remainder of the week is basically routine and everyone mingles. It is a good opportunity for old friends to see each other and catch up on all the gossip. People who show the same breed are like one big family and everyone knows everyone else. When the week is over everyone goes home tired, but happy. #5079

In sports one frequently sees people express strong feelings when they succeed or fail to achieve their objectives. Normally in sports there is considerable effort to accomplish a goal.

I find a marked difference between men and women in their attitude toward playing golf. Women are much more relaxed on the course. Many women say they play "Just for the fresh air," or "Just to get out of the house and get some exercise." Women seem to enjoy the social aspects of the game more so than men. Men, in contrast, go primarily to play the game itself. They are much more competitive and aggressive on the course. They play to beat the other members of their group or to make their best score ever. Men are much more serious and care a great deal about their success when they play.

When women make a bad shot, most say nothing and continue to play. This is true for women of all ages. It is almost unheard of for a woman to throw a club or kick a golf bag. The most vicious reaction from women that I have observed is an occasional choice word.

In contrast, many men lose their temper and act quite upset when they make a bad shot or lose a ball in the water or woods. They often want to throw their club, and sometimes they act out their impulse. I've seen clubs cussed at, thrown, and broken. I was playing with a man about twenty years old, we were on the green, and he had to sink a short putt to make par. When his putt rolled past the hole, he uttered a curse. Then he putted the ball into the hole, picked it up, and using a baseball pitch threw it straight into the woods. Next he took a full swing and sent his putter flying high into the air, only to have it become lodged in a tree. At this point he told me to play ahead. Half an hour later he was still trying to retrieve his club. I witnessed a similar occurrence by a 60-year-old man. He was putting on a green near a water hole. When he missed a short putt, he said something I couldn't hear and threw his putter into the water. He continued to play without his putter, and whenever his ball landed on a green he would just pick it up and continue to the next hole. Men can actually be dangerous on a course. One day I was walking along a fairway when a club suddenly came flying out of the woods and narrowly missed me. A few moments later a man emerged with a sheepish look on his face. He grunted something inaudible, picked up his club, and stalked back into the woods.

Male reactions differ according to age. Older men are somewhat unpredictable. Some react as violently as the younger men, while others will remain quiet or only complain slightly about a bad shot. Adolescent males are more violent than women, but less violent than the adult

males. At worst a thirteen or fourteen year old will throw his club a short distance. Usually he will just take the club and hit his bag with it or else throw his ball away to express his frustration. One day I was golfing with a fourteen year old. When he sliced his ball into the woods, he banged his club on the ground, dropped another ball, and played on. An adult would have shown a stronger reaction. Another young fellow about the same age also sliced his ball into the woods. He did not react and dropped another ball on the fairway. As this last example illustrates, there are some males who do not appear bothered. Based on my experience, I estimate that eight out of ten male golfers react violently in one way or another. #5080

Competitive sports generate a great deal of tension. When one wins, one's objective is attained and the tension is released. The release of tension produces pleasure. Winning is exhilarating. When one loses, one fails to attain one's objective and the tension is not released. Therefore one feels frustrated, discouraged, and unhappy. Losing is punishing.

In all sports the objective is to win. Everyone likes to win, and nobody likes to lose. A person who wins feels good, and that all the effort was worthwhile. Losing can make a person feel frustrated, disappointed, and sad. One can even feel shame. Losing can make people feel that their time and effort were wasted, and also wonder if they are as good as their opponents. There are the sayings that "Winning is not everything" and "Being a good loser shows good sportsmanship." Personally, I think there is no such thing as a good loser. I mean, how can someone who plays their hardest and gives their everything to win, accept anything other than winning? There's another saying, "Show me a good loser, and I'll show you someone who never wins." No one is happy when they lose. I really believe that nobody likes to lose. Myself, I hate losing. Losing is comparable to being cheated. It's no different than being cheated out of your money or your grades. Everyone should feel bad, depressed, or cheated when they lose. The only time they shouldn't is if they haven't tried their hardest to win. If you put in half the effort, you can expect half the results

Most people shake hands after they finish playing a sport, no matter whether they won or lost. Also, both sides frequently comment on how well the other side played. This is very hard for the losing side to do, and it is usually done half-heartedly. Some individuals can act as though the outcome does not matter. They can hide their dislike of losing quite

well. But they probably wouldn't have participated if they thought they were going to lose. Others can not handle losing well. They may show their displeasure by throwing water bottles or gloves, cursing loudly, or pouting for days. One player I know curses out loud and kicks the ground. Then he leaves quickly without speaking to anyone and does not shake hands with his opponents. I find that even though it may hurt at first when you lose, life goes on and things will eventually get better.

I've noticed when girls play sports they help and encourage their teammates. If a girl makes a mistake or fails to score, the other players do not scold her, but encourage her to try harder next time. When a girls' team loses, I see the girls congratulate their teammates and their opponents on how well they played. They are competitive, but after they lose they do not show much disappointment. In contrast, on a men's team, players seem to push each other harder. When a player misses a chance to score, his teammates remind him of this during or after the game. On the men's teams, players abuse their own teammates in order to get them mad so that they will put their best effort into the game.

Nothing is more satisfying in sports than winning. Winning is not everything; it is the only thing. #5081

When I win at tennis, I'm really happy. But I try not to show it too much, because I feel sorry for the person who lost. When I lose, I get really upset, but I try not to show it. Only the people who are really close to me know when I'm upset. #5082

I play hockey in a recreational league. I've noticed that when most players are winning, they believe they are the best team in the world. They are supreme and unbeatable. They praise the other players on their team with comments such as "Good play, David," and "Hell of a pass, Eddie." They taunt the opposing team by pointing to the clock, and they make remarks like "You guys couldn't play hockey if you tried," or "Try another sport next time, pal." But I have seen this same confident team fall to pieces and lose a game. These happy, boasting players of the previous week are now the ones being taunted by their successful opponents. Now they are playing poorly, and the comments they make to their teammates include "What the fuck did you do that for?" and "How could you miss that chance, asshole."

I have a friend, Ray, who plays in the Junior League, where players hope to make a career out of hockey. After one of his games, Ray and I go drinking together. When Ray's team wins, Ray is very open, happy, and in a buying mood. All he can talk about is the great victory. Most

people never forget winning. But when Ray's team loses, Ray is very quiet. When we talk, he has a low attention span. All he wants to do is forget about the game, and act like it never happened. #5083

Bad losers are very easy to find. You have to look harder to find a good loser. Being a good loser is a fine quality, but it is one quality I don't have and probably never will. I'll break my hockey stick over the boards, or even over the other guy's head, after a bad play on my part. I love to win. The more you love the game and love to win, the worse you act when you lose. #5084

Hockey is the national pastime of Canada. Boys all over Canada play hockey and watch their favorite professional players on television. Few of these boys will ever make it to a professional level, but many remain active in hockey because of their immense love of the sport. This is why I play for a community team. Unfortunately our team has been on a terrible losing streak. Ralph, one of our best players, has decided to leave our team and play for our arch-rivals, who have a stronger, more successful team. Some of my teammates say it is because he can't take losing on a day-to-day basis. But I feel it goes deeper than that. Some players feel they are to blame for the team's success or failure. Also, fans and other community members often hold the best players on a team responsible for the team's wins and losses. I think Ralph simply could not take the responsibility for losing anymore, and decided to join a team where winning was a greater possibility. I feel if Ralph did not join the other team, he might have hung up his skates altogether. I have two brothers who did exactly that. Rather than continue to lose, they quit hockev. #5085

My university dormitory has a hockey team that competes with other dorms in intramural hockey. The ages of the players on our team range from eighteen to twenty-four. I will describe the reactions of the team members following a weekend hockey tournament. I am a long-term member of the team and have observed the members in all manner of defeats. Members felt considerable emotion after the loss this weekend, owing to the fact the contest was very close. This produced a very different response than if it had been a crushing defeat. The closeness of the score caused the members of the group to question themselves as to whether or not it was some action on their part that caused the defeat.

In the case of crushing defeats in the past, members often found it convenient to blame the loss on some individual, on a total team collapse, or on some extraordinary effort on the part of the other team. Following a devastating defeat, one hears statements such as "He was really useless out there today. He must have caused four or five of their goals," "Did you see how many Junior League players they had on their team? We were lucky that's all we lost by," "Shit, the way we played, we should have stayed home and gotten drunk," and "If X, Y, and Z had been here, we might have had a chance." When we are defeated by a large margin, the players seldom blame themselves for a loss. Instead, they prefer to blame some outside factor or influence.

However, this particular loss was a very close one, and several interesting patterns emerged. The individuals who are the best players, in addition to those who perceive themselves as such, took the loss more seriously and personally than did the other players. These are four individuals. The goalie, Alan, felt the most responsibility. As goaltender he is the team's last line of defense, and he is the one closest to the puck when it goes in the net. He felt personally responsible for every goal that got past him, regardless of the mistakes his teammates made which allowed the opposition to score. During the previous week our team had attached considerable importance to this game, and the game itself was decided by one goal during overtime play. These factors heightened Alan's feeling that he had let the team down. After the defeat, when the team left the ice and returned to the dressing room, Alan sat on the floor, not the bench, and did not speak or make any move to remove his equipment until the dressing room was all but empty. He simply sat motionless and hung his head while staring at the floor. Occasionally he would utter an oath under his breath. He barely acknowledged the repeated words of encouragement from his teammates. What is interesting is that his excellent play had kept the score as close as it was. Had he not played as well as he did, the game might have been extremely one-sided. When I talked to Alan at a later time his feelings were muted, but had not disappeared. He said, "God, I hate losing. The worst part is thinking about what might have happened if I had moved a little quicker. But like everybody says, it's not all my fault. On a couple of those goals there wasn't any defense."

Blair also felt that he was largely at fault for the loss. Blair is easily the best player on the team, and many players consider him the team leader. His leadership on and off the ice, and his willingness to treat everyone equally regardless of their skill, has made him a central figure on the team. In the last moments of play, Blair narrowly missed scoring

a goal that would have clinched the victory. His reaction after the game centered largely on that near miss. "Just missed, boys. Hit the fucking post. Wish I had another chance at it. Gonna hear that post ringing all night." Unlike Alan, Blair was very vocal in the dressing room after the loss. The players directed many encouraging remarks toward Blair, as they had toward Alan. The fact he had missed the opportunity to win the game did not affect his unofficial leadership. It was Blair's suggestion that we go out as a team that same night and drown our sorrows in the local pub. All but two or three of the players did go out to the pub. Previously after an important victory or loss, Blair has also led the team on similar post-game get-togethers.

In addition to Alan and Blair, two other players took the loss the worst. These are Carl and Dennis, who consider themselves to be our team leaders and two of our best players. But this is not necessarily true. They are the team's official leaders, having appointed themselves Captain and Assistant Captain. Carl and Dennis were extremely vocal during and after the game. The two were as upset as Alan and Blair, but their reactions differed. They did not assume responsibility for the defeat, even though neither had played well at all. Carl, the Captain, said, "They shouldn't have touched us. But we played like shit out there. We weren't checking or shooting or playing well at all. We're a better team than they are." Few people acknowledged their comments. The player sitting beside me on the bench said under his breath, "Shut up, Carl. No one wants to listen to you." Even though our other players held feelings similar to those of Carl and Dennis, few of them paid much attention to the two, because they possess little real authority. The influence that Carl and Dennis believe they hold is largely illusionary. They have not been given any real authority by the team and they exhibit little leadership on the ice. In fact, the team seemed to transfer some of their anger over the loss onto Carl and Dennis. Instead of cheering up the team or assuming some measure of responsibility for the defeat, Carl and Dennis only reminded the team what they did not want to hear; that they were losers and the loss was largely their own fault. It was obvious that these four, Alan, Blair, Carl, and Dennis, felt the worst about the loss, although they expressed their feelings in different ways. It is possible that Alan and Blair accepted responsibility for the loss because, given their skills, they could have created a different and victorious outcome. In contrast, Carl and Dennis lacked the skill to produce a different outcome, and therefore did not blame themselves.

There is a second, larger group. This group is composed of the bulk of the team, or as many as eight or nine individuals. They too were upset

by the loss, but their emotional response was nowhere near as strong or verbal as it was by the members of the first group. This group is composed of the moderately to lesser skilled individuals. Their reaction was best summed up by Edward, who said, "We shouldn't have lost. But we tried as hard as we could, you know what I'm saying. There's not much use in getting all twisted about it." This group appeared best able to deal with the feelings that accompanied losing. Because they are not particularly skilled as hockey players, they may be more inclined to feel that their play was not a significant factor in the outcome of the game and that they could not have individually altered the result. Thus they were better able to accept defeat than could Alan and Blair, even though they too were disappointed by the outcome. Members of this group attempted to revive the morale of those players who took the defeat the hardest. Immediately following the conclusion of the game, many members of this group rushed over to Alan, the beaten goalie, with words of encouragement. Their statements included "Don't worry, Alan. It wasn't your fault," "It was a team loss, buddy," and "If it weren't for you, Alan, we wouldn't have made it this far." When it became apparent that Blair too felt the loss deeply, there were plenty of encouraging comments for him. However, this group resented that Carl and Dennis made the team's loss obvious during their post-game speeches to the group.

There is a third group that was present in the aftermath of the game, although the term "group" may be misleading. These are three or four individuals who were also unhappy about the loss, but insulated themselves by believing they had played well enough to ensure a win. They concluded that it was everyone else's fault the team had lost. They were quick to accuse others who they felt were responsible for the loss, but took none of the blame on themselves. However, when they blamed others, they were careful to make sure the team did not overhear. Instead, they held one-on-one conversations after the game. One told me, "I couldn't believe we lost. We should have won, but what do you expect? I was out there playing defense with X and he was terrible. I was so worried about him screwing up, there was nothing I could do about us losing. I'm not going to worry about it though, because I played alright." These players were silent in the post-game dressing room. They neither commented on the action, nor made any attempt to rebuild the morale of the team or the individuals who suffered the most in losing. Instead, they hurriedly took off their equipment, dressed, and left the room. Only one member of this group attended the team meeting at the pub that night. It was only later, when I sought them out, that they expressed their feelings to me.

There were a few players who did not fit within these three groups. Two were new to the team and may not have felt it was their place to comment on the loss. Another player repeatedly abused nearby officials during the game by yelling criticism at the top of his lungs. The other players told him, "Relax, those guys aren't real refs. They're doing the best they can." But this didn't stop him. Like members of the third group, he was transferring the blame from himself to someone else. #5086

I have played hockey for the past twenty years, mostly in Ontario. As a kid, hockey gave me the opportunity to have fun with my friends and also to make new friends. Winning, of course, is the goal of any hockey player. But at that time in my life it ranked about third on my list of priorities. Having fun at a physical activity came first, and the camaraderie that grows between players came second. We were just happy to be out there chasing that puck around the ice a few hours each week. Things stayed this way during my twelve years as a recreation hockey player.

This changed, however, when I decided that if I could just develop my skills, I might have a future in hockey. I left recreational hockey at the age of sixteen and joined the best midget team in the city. There I discovered that winning was the most important aspect of the game to many people, including teammates, coaches, fans, and parents. Winning was all-important because many of the players in this league had hopes of being drafted by a major junior hockey team, which is just a step below a professional hockey team. It was very important to win because teams that placed low in the rankings received very little publicity. No junior hockey scout would bother watching a team that loses most of its games.

It was here, playing with and against the best players in the city, that I gained the desire to make it to the junior league and then to the pros. It was also here that I began to see and experience personally the emotional and physical responses associated with losing. Players on this team were so intent on making it big, that if we lost a game, they would blame individual players for our loss. I must admit I was guilty of this too. Mind you, I would never come out and accuse people face-to-face like some of the players did, but I would talk about players behind their backs. However, it was not always the same player or players who were blamed for a loss. Instead, the blame would be redirected from game to game. One game a person could be an asshole who shouldn't be playing with us, and the next game the same person could be the star who won the game for us. Everyone on the team fell out of grace with the other

players at one time or another. Parents were another factor. Some parents felt their son was better than the other players and should be given more playing time than the others. After one game which we lost badly, a father came to the dressing room to give the coach shit for his lack of coaching skills and for not giving his son more ice time. The coach told the man to go fuck himself, and a shoving match ensued which the assistant coach broke up. Not only was the team rattled by this, but the man's son was so shaken up and embarrassed that he quit the team.

I left midget hockey when I was fortunate enough to be drafted by a junior hockey team. Here competition between players was very intense, both on one's own team and between opposing teams. We were only one step away from a professional hockey career and nothing was going to get in our way. Losing was something no one accepted easily. Nevertheless, the first year I was with the team, we lost more than 45 out of 60 games.

Here again players talked behind each other's backs and made accusations as to who caused us to lose. These accusations were always made public during practice or in the dressing room. In one instance, both of our goalies began blaming each other for our losses, and got into a fistfight in the middle of the rink. One received a black eye, and the other a broken nose. For the rest of the year the two were at each other's throats. Each would wait for the other to be blamed for letting in a weak goal or losing a game, so he could get another crack at playing. When we were losing a game, players would tell each other between the periods what to do on the ice. Some were told that they had screwed up royally in certain plays. This always produced a round of verbal assaults with players taking sides, swearing at each other, and threatening violence. The coach would run into the dressing room and yell, "Shut the fuck up! And sit down!"

Players who are nineteen are in their last year of eligibility, and are always worried about being traded. This fear is heightened on a losing team. In order to produce a winning team, a coach will try to get a more effective combination of players. He will usually trade his veterans, while keeping his younger players. This way he won't get rid of the young talent and jeopardize his team's chances for the next year. Veterans on a losing team become fearful of a possible trade. They have friends on the team and in the city where they live, and they don't want to be traded. They feel pressure to perform better and they become very touchy. They know they have to play well or they are likely to be traded.

Some are on edge all the time, and can blow up at someone just for looking at them the wrong way.

Our frustrations at losing were also directed at the other teams. In a game that we lost 12 to 0, a brawl broke out and a lot of blood was spilled for no other reason than we were getting our asses kicked. While the brawl was going on, the time keeper thought it was his duty to announce the score and was set upon by a bunch of crazed hockey players.

When we won a game or two our fans were always ready to vocalize their support. But most of the season they abused us verbally for losing so often and so badly. Also, fans up in the stands often think they see possible plays that you can't see down on the ice, such as a guy in the open you could pass to who might score. This just gets them going all the more. I even had a relative of mine in the stands swearing at me. Some of our players dreaded going out to play in front of the crowd because of the abuse the fans threw at them. More than once I saw players from my team go into the home crowd to punch out one of our own fans. Often the fans blamed our goalie for all the goals that were scored against us. In one game our goalie was taunted by our fans for forty minutes. I have seen him raise his finger repeatedly and tell the fans to shove it, put a stick between his legs and jerk it off at them, and even throw his stick into the stands.

A great deal of pressure was also placed on our coach. This was his full-time job and he had to produce a competitive team or face unemployment. Because we weren't competitive, the fans would attack his coaching ability. In fact, there was a chain reaction. The fans would bitch, then the owners would bitch to the coach about having to please the fans, subsequently the coach would bitch at the players, and then the players would bitch at each other. The coach finally traded five players, four of whom were in their last year of eligibility. Thus the pressures and frustrations of losing came to bear on everybody. #5087

A coach is often one of the first people to crack when a loss is evident. I have watched many coaches and they usually follow the same pattern. First they will become quiet and not say anything to the players. Then they will start shaking their heads and continue doing this until the game is over. They may yell occasionally at someone who is not playing well, but on the whole they stay pretty quiet. In the dressing room after a loss most coaches will make a few comments or not say anything. But when I was eleven years old I had a hockey coach who was an exception. After a defeat he would begin by taking a player's

stick, and he would usually end up breaking it. He would go into all the mistakes we made, and tell everyone what he thought about how they played. I'll never forget what he said to our goaltender one night. He roared, "Terry, out there tonight you couldn't stop a fuckin' beach ball." He hated losing, and he made us afraid to lose. #5088

I was present at a provincial curling competition. The winning team would represent the province at the nationals. The team from out of town was not expected to win. Therefore little attention was given to them. But when they started to win, local fans began to sit up and take notice. They began to express their displeasure. "It's just luck. It won't last for long," "One of our good teams will put them back in their place," and "They destroyed our concentration. That's why we lost that game." In the final game, tension became quite strong. Initially fans for the home team expressed confidence. "Yes, they have a good team, but not as good as the home team," and "They don't have enough experience to win." Once the game became very one-sided in favor of the team from out of town, the mood changed greatly. "Luck is all they're winning by, not skill," and "They'll be lucky to win one game at the nationals." The tension mounted even higher when the referee had to make a crucial decision. The decision was in favor of the home team and both the team and their fans were very happy. The team from out of town wasn't happy, but the local fans were annoyed at their unhappiness. "Who does he think he is, acting like that and being mad?" "The fuckin' baby should be hauled off the ice," "What's wrong? Can't you guys accept defeat?" and "Hey Miss, why don't you shut up. No one wants to hear your opinion." However, it was the team from out of town who won the game and the competition, and the local fans were not happy. Some had a lot to say. "I hope the jerk is happy," and "The best team from this weekend may be going away (to the nationals). But the team that is actually best will still be here." Very few people applauded the winning team. They just got up and left.

The same night the women's teams from the same communities competed. When it was first announced that the team from out of town was ahead, people were not impressed. "It's still early yet. We'll see who wins." As the night progressed, the next three announcements were that the home team was winning. There was applause and roars of approval from the crowd. People commented, "We can see who is the better team." Then the tables turned. In the next three announcements the team from out of town took the lead. There were loud boos from the crowd and nasty remarks. "If she wins, the province will lose the nationals again

this year, because she doesn't have a hope," and when the out of town team won, "It's too bad that we won't be sending a good team to such an important event."

A few days later I was at the local curling club which had lost and overheard various comments. "Oh well, the province won't win the nationals again this year. Too bad," "They (the team that won) will be like a bunch of star-struck little kids, looking at the big place, famous people, gorgeous prizes, and all the spectators," "They'll probably be kicked off the ice for bad behavior," and "Why don't they ask one of us to go with them for a spare? Are they too good for us now?" Only one person tried to stick up for the winning team, but he was repeatedly put down. #5089

People experience, and sometimes express, similar feelings when they play competitive games.

I watched a game of Trivial Pursuits in which a fellow named Frazer was falling behind. Frazer hated to lose, and when he answered a trivia question wrong, he cursed loudly and threw the dice at his opponent, Beth. Finally, he stood up and left the table, even though the game wasn't finished. Beth told me later that Frazer quits whenever he falls behind in a competition. #5090

When people learn that someone shares the same models that they do, they feel more positive toward that person. They tend to like a person better when they learn the person holds the same views they do about politics, sports, religion, work, family, food, movies, books, television programs, or ethnic groups. They like people who agree with them. Conversely, when people learn that someone disagrees with their models, they feel more negative toward that person.

My wife and I were considering buying a house, and we arranged with the real estate agent to see several houses that were for sale. When we went to see the houses several friends and family members accompanied us, because they wanted to see what was available too. One of the houses that we saw, I really liked. It was on the waterfront and had a great view. All of the bedrooms were large with many windows facing the water. There were two sun parlors where you could sit and peacefully have your coffee. The lowest level was a large open room with many windows that

looked out on the water. It was quite unlike the other houses we saw. The other houses were not on the water, had small bedrooms except for the master bedroom, had little dinky windows in the bedrooms, lacked a sunroom, and had a lower level that was underground with no view. This house was so pleasant, I loved it. My wife, on the other hand, did not like the house at all, and found one reason after another to dislike it. She stated the house was too big, it was too far away to walk to work, it required driving on the highway to get to it, and it was near a farm and the cows might smell. Our daughter took her mother's (my wife's) side and argued strongly that the house was impractical because we didn't need a big house. My male friends loved the house as much as I did, and we sat around extolling its virtues. We agreed so much with each other that I felt we were bonding together. One of my male friends took a strong dislike to my daughter, and felt she was very rude for butting in and stating her opinions so forcefully. I was upset with my wife, because I felt she was ignoring my desires in the matter. #5091

When you travel in foreign countries you occasionally meet another traveler from your own country. Often you exchange information, such as where you live and if you have visited the other person's area. Sometimes you decide to do some things together, such as go see a tourist attraction or eat together. Just the fact you come from the same country means you have some experiences in common which enable you to relate to each other. "When I was in Europe if I learned someone else was from Canada we would have a conversation as though we were two long lost friends. It was just the fact we were both citizens from the same country and were so far from home. I ran into one person three times in Europe within nine days. Each time we saw each other we had a little chat about our travels. This person was from British Columbia, which is just as far from Prince Edward Island as Europe. The distance between our homes did not matter; it was the fact we were both Canadians." #5092

People are also able to reduce inconsistency and the tension it produces when they redirect their focus to a different subject in which they experience less inconsistency. Thus they are able to escape worry about their problems when they pursue various forms of positive stimulation, such as watching television or a movie, reading, playing a game, listening to music, eating, or engaging in sex.

Language and establishing consistency

Speech and language are tools which are used to get others to act consistent with one's own models. Language is used to notify others which model one is currently considering or using. It is a means of focusing the listener's attention on the same model and submodel that the speaker is focusing on. The advantage of a language is that it permits a fast and accurate communication of models. A great deal of specificity can be communicated through words with standardized meanings. Language is also a highly flexible system which can describe models that the listener is not already familiar with. There are real advantages in being able to communicate unfamiliar models to others. Not only can people learn new models from each other; people can get others to employ the same models they are using. The faster the members of a group can adopt the same models, the faster they can act together to exploit opportunities and avoid threats.

Different means are used by various species to identify their models to others. Species without language do regularly attempt to communicate their models to others. Communication is normally used by an individual to notify others that they are not acting consistently with the individual's model. It is then necessary for others to recognize on the basis of context what they must do to establish consistency. Certain models are successfully communicated. Body posture and certain actions and sounds are frequently used to communicate models such as "I see danger approaching," "I'm hungry," "I've found food," "I want to be groomed," or "I want to play." Many other models are communicated less successfully. Many species spend significant portions of each day calling and chattering to each other. Aside from "Pay attention to me," the models that they express are unlikely to be well understood by members of their species. One could argue that humans, who try to communicate their models to others and do employ a language, are often not well understood by other humans. Listeners may have little interest in hearing what another person is saying, may be busy thinking about something else, may alter what the person is saying to fit their own categories and models, or may be waiting for an opportunity to say something themselves. In addition,

Language and establishing consistency

speakers may describe their models poorly. Nevertheless, humans frequently do succeed in communicating their models to other people, and they often succeed in getting each other to act consistently with them.

Some species rely heavily on criticism to establish consistency with their models. Often a hiss, snarl, or growl can communicate displeasure with another's actions or presence. Such criticism indicates that one does not like something. This criticism is well suited to convey messages such as "Don't do that," "Leave me alone," "Get out of the way," or "Go away!" However, it is not very specific as to what one does not like. It fails to communicate messages such as "I have a headache and would rather be groomed some other time," "You need to get more food for our children," or "I'm trying to hear something else at the moment. Try to get attention from me later." Such criticism is even less able to communicate what one does like. For example, it can not convey the messages, "Why aren't you giving me positive reactions?" "I don't like to have my back rubbed. Rub my shoulders instead," or "You should wear clothes." In contrast, language does allow one to communicate specifically what one does not like, and specifically what one does like. Therefore, language is a very useful tool for establishing consistency. Oral communication is used by other species to establish consistency. Therefore, human language may have evolved as a more effective means of establishing consistency.

Language does have uses other than establishing consistency. For example, oral communication is very useful in obtaining positive reactions. Many species use it as a means of obtaining attention from other members of their species. This is the case with two budgies in a cage, a flock of crows, or a tree full of fruit bats. In the case of positive reactions, the content of the communication is less important than the fact one obtains the attention of the party one wants attention from. The same is true in humans, who are often much more interested in taking over a conversation in order to obtain positive reactions for themselves than they are in listening to what someone else is saying (see the chapter on Seeking Positive Reactions in Volume One of this series).

Advantages of being aware of other people's models

When you ascertain what another individual's models are, you can better predict what that individual is likely to do. You can often use this knowledge to your advantage. For example, you can decide whether the person is likely to help you or threaten you and your resources. We often ask ourselves, "Why did he say that?" or "Why did she do that?"

When you run a business, it is important to be able to determine what your competitors are doing and why. You want to know what they are trying to accomplish and how they are doing it. For example, have they undercut your prices? Are they trying to win market share? Are they trying to grow larger than you, provide customers with a richer selection, and put you out of business? Or are they growing too fast, taking on too much debt, and risking bankruptcy? Is their advertising more effective than your advertising? Are they making significant mistakes? Sometimes what they are doing will hurt you, and sometimes it will help you. You may decide it is to your advantage to do the same thing. Sometimes you can learn what their objectives are by talking to them, or to people who know them, or to people who deal with them, such as customers and suppliers. It is very hard to act intelligently if you can not figure out why they are doing what they are doing. #5093

You may decide that what another is doing will not affect you, and therefore does not require action on your part.

It is to your advantage to determine when a predator is hunting someone else instead of you. You do not have to waste time and energy hiding or fleeing if the predator is hunting someone else. #5094

People are quick to notice when others hold different models than they do, and are often surprised when they see someone do or say something differently than they would. There are advantages to being sensitive to and recognizing differences between your models and someone else's models. A person who holds different models is likely to act differently than you, whereas a person who holds the same models as you is likely to

act the same as you. Those with different models than you are less likely to cooperate with you and more likely to interfere with you when you attempt to execute your models. Conversely, those with the same models as you are more likely to cooperate with you and less likely to interfere with you when you attempt to execute your models. People hold certain models in common and differ on other models. In those areas that someone's models are the same as yours, you are more likely to gain cooperation; and in those areas that the person's models differ from your own, you are less likely to gain cooperation. When you know another person's models, you can better predict how they will act, and how they will react when you try to execute your models. You can save a great deal of time and energy when you know in advance how another person is likely to act. Also, when you recognize differences between someone else's models and your own, you can see whether the other person's models produce better results than your models do. If they do produce better results, you can decide whether to replace your models with their models.

Advantages of establishing consistency

Establishing consistency provides many advantages to humans. These include 1) providing a mechanism for acting, 2) providing a mechanism for selecting and rejecting models, 3) simplifying the individual's world, 4) remaking the world in the individual's image, 5) providing the brain with less work to do, 6) permitting greater communication, 7) facilitating cooperation with others, and 8) working more effectively and efficiently.

1. Providing a mechanism for acting

People depend on consistency and inconsistency to know how and when to act. Inconsistency between a person's model and reality produces tension. This motivates people to act. People attempt to change reality in order to remove this tension. (See Volume Four on Using Models in this series.)

When people attempt to act and execute a model, they often encounter obstacles. An obstacle may be physical, social, or mental. Obstacles are simply inconsistent models. Obstacles produce tension, which motivates people to remove the obstacles in order that people can go ahead and execute their models. People try to rid themselves of this tension by a) removing the obstacle, b) finding an alternative way to carry out the action, or c) adopting a different action.

2. Providing a mechanism for selecting and rejecting models

Establishing consistency provides a mechanism for selecting, rejecting, and switching models. People select the model which is most consistent with their other models, and reject models which are less consistent. They switch models by dropping those which are less consistent and adopting those which are more consistent with their other models. (These actions are discussed in the section on "Selecting and Rejecting Models" in Volume Four of this series.)

3. Simplifying the individual's world

People establish consistency because it enables them to simplify their world. When people apply a consistent model to themselves, it is easier for them to decide what to do and to do it. They can decide where to go, what they need to do, when to do something, when they are finished, and what to do next.

It is much simpler for people to employ a single model when dealing with specific phenomena than it is to employ multiple models. If people try to apply multiple models at the same time they can not operate as effectively. They are more likely to move in conflicting directions, to undertake activities which interfere with one another, and to exert considerable mental effort. Consider the problems one would have if one tried to organize all the files in a file drawer in four different ways at the same time. If one arranged them 1) alphabetically, 2) chronologically, 3) by size, and 4) by importance all at once, it would take far more mental effort to decide where to put each file, and where to find it, than it does when one employs a single model of organization.

4. Remaking the world in the individual's image

People attempt to apply their models to everything around them. Each individual acts as an agent who tries to make everything consistent with his models. People put pressure on themselves, other people, and their environment to conform to their models. To the extent they succeed, they remake the world in their image. As a consequence, their models encounter less interference. In addition, when people remake the world in their image, their world becomes more predictable. In a predictable world (as opposed to an unpredictable world), people expend less effort making decisions, design models which are more effective, and apply these models with greater chance of success. As a result, people can apply their models more effectively and efficiently, better satisfy their feelings, and obtain more resources.

5. Providing the brain with less work to do

The brain seeks to minimize the work it has to do. One way it does this is by avoiding contradictions between models, and between submodels and models. When all of the submodels of a model are in alignment with the model, then the brain has only one model to deal with. In contrast, when one or more of the submodels of a model are out of alignment with the model, then the brain can not operate efficiently, and may have to create a new and separate model to deal with the submodel which is out of alignment. Furthermore, this new model and the initial model may contradict each other. In order to deal with fewer models, the brain seeks to keep its submodels in alignment with its models. When the brain encounters a submodel which is out of alignment, tension is generated, and the brain seeks a way to place that submodel into alignment.

Sometimes I want to shave, but find it is difficult to do because the razor blade I'm using has become dull. Then I discard the blade and insert a fresh, sharp one. #5095

My daughter and her husband are visiting us this summer. They'll arrive this weekend and have arranged to borrow our car to take a three-day trip to Cape Breton. Yesterday my mail included a recall notice from our car manufacturer. A part in the car is defective and can cause the car to catch

on fire. I called our car dealer and arranged to take the car into the shop tomorrow to get the defective part replaced before my daughter uses the car. $^{\#5096}$

Consistent models allow people to establish repetitive submodels, or routines, which they can employ quickly with minimal decision making. Inconsistency forces people to increase decision making and decide between alternative courses of action. This is much slower and less efficient than using repetitive submodels.

When the brain establishes consistency between inconsistent models, it reduces the number of models it has to deal with. As a result, it saves itself work. It takes less effort, as well as less biological material, to work with a smaller number of models than with a larger number of models. If we can use fewer models to deal with our world, we are able to respond to a larger number of phenomena in a fewer number of ways. We are able to make fewer decisions and need to remember and use fewer submodels.

6. Permitting greater communication

Consistency permits communication between people, and inconsistency prevents it. In fact, consistency renders things comprehensible. The greater the consistency, the greater the communication. When consistency declines, communication declines. We see this when two people shift from speaking the same dialect, to speaking different dialects, or to speaking different languages with each other. The better people can communicate, the better they can cooperate with each other.

7. Facilitating cooperation with others

Establishing consistency with others allows people to help each other achieve common goals. People are able to act together to provide much more manpower than a single individual can provide. As a result they can accomplish much larger goals. Although one person can not push a one ton block of stone, a group of people can. In addition, establishing consistency enables individuals to specialize and work on different aspects of a common project. As a result, individuals dedicate themselves to narrow tasks which coincide with different narrow tasks performed by other

individuals. Specialists can attain greater expertise and produce a more sophisticated product than generalists can. Specialists are able to work on different aspects of a single project, and together accomplish a common objective. The final product, such as a space mission to Mars, could not be accomplished by a group of people all doing the identical thing.

When people establish consistency and cooperate with each other, they become more effective and efficient. Consider how difficult it would be for a teacher to conduct a course and grade students if each student selected his or her own course format, class time, class location, texts, assignments, and methods of evaluation. Instead, teachers impose a single model upon the entire class. A similar situation occurs in a household, when cooperative models enable inhabitants to coordinate their efforts with a maximum of predictability and a minimum of conflict. Specific spaces are assigned for specific purposes, either under an individual's control or for common use. Thus individuals may have their own bedroom, chest of drawers, closet space, and towel rack in the bathroom. Areas such as the kitchen, bathroom, dining room, and living room are used for certain activities by the entire group. Consider how much more complicated life would become for the inhabitants if everyone deposited possessions, food, and wastes wherever they wished within the house, and if non-inhabitants also had free access to the house and its contents. Consistent, cooperative models prevent this. In a business, consistent models enable employees to work in specific areas; perform specific tasks; obtain and utilize information; develop specific products and services; notify potential customers of the availability of these products and services; deal with customers during specific hours; purchase supplies; bill accounts; hire, train, and replace workers; deal with physical needs, such as getting food and going to the toilet; and maintain security. In the same way, consistent models permit educational, religious, recreational, and governmental organizations to obtain resources and achieve goals much more effectively. When people share the same models, they work more effectively together. They can marshal more resources and employ them in the same direction. There is less confusion and people can act and respond faster. Groups, as well as individuals, who act consistently are more predictable to themselves and others. Because their own behavior is more predictable, others are better able and more willing to cooperate with them.

Cooperation frequently provides the individual with more resources, a greater variety of resources, and better protection of these resources than he could obtain acting entirely on his own. Obtaining the cooperation and consistency of other people with one's models is a resource. Individuals have to expend effort to get this resource, and they exchange other resources for it. There is a limited supply of this resource available, and individuals compete among themselves to obtain it.

8. Working more effectively and efficiently

When people have a mechanism for acting and selecting models, simplifying their world, remaking the world in their image, giving their brain less work to do, communicating better, and cooperating with others, they become more efficient and effective. Establishing consistency enables them to do this.

Consistency enables a person to act in one direction, rather than in two or more. The more consistent an individual, the more efficient that individual. The more consistency there is between a person and other people, or between a person and his environment, the more effective the person. The same is true of a group of people or an organization. The more consistent a group or organization, the more focused its effort. Inconsistency, on the other hand, produces ambiguity and conflict, multiple courses of action, additional decision making, ineffectiveness, and inefficiency.

I work as a carpenter at a construction company. Often I work on cabinets or countertops. My current project is to build a horseshoe shaped counter for a coffee shop. I am very glad that I am the only one assigned to this project. When I work alone I can make sure all the pieces fit exactly. It is like a puzzle in which each piece has to fit precisely. Unfortunately, the company often assigns two or three workers to a task. Then it never works out. Everyone does things their own way and pieces don't fit together properly. As a result the project has to be done over again, and there is a considerable waste of time, manpower, and material. #5096A

I don't like it when people oppose my opinions. I think I have good opinions, and I think I'm right. If my children, my husband, or my

employees don't do what I think they should, it gives me stress. Opposition makes me feel annoyed and frustrated. What I say is in their interest, and they should just listen to what I say and do it. It makes life easier. #5097

Imagine what it would be like if you tried to play a sport and every participant played in their own way. There would be major differences between individuals in regard to what equipment to use, the design of the playing area, how many should play, how to play, how to score, what constitutes a foul, how long the game lasts, and so on. Think about seeing a basketball, football, or hockey game or a boxing match in which this was the case. It would be utter chaos. #5098

Individuals who are better able to establish consistency when they encounter inconsistency, are more successful in executing their models, achieving their objectives, and satisfying their feelings. As a result they obtain more resources, and they can use these resources to establish even more consistency with their models. The better an individual is at getting himself, other people, and his environment to be consistent with his models, the more easily he can execute his models, obtain and conserve resources, build his world in his image, and satisfy his feelings.

Disadvantages of establishing consistency

There are certain disadvantages to establishing consistency. One is that it is costly in terms of time and energy. An enormous amount of effort by individuals and groups is dedicated to getting others to see and do things their way. People make plans, seek supporters, and use a large arsenal of tactics to get others to accept and adopt their models, irrespective of their likelihood of success. People are even willing to use violence to impose their models on others and to remove alternatives. A great deal of this effort is unsuccessful and wasted.

Another disadvantage is that efforts to establish consistency put considerable stress on relationships. People argue with, fume over, complain about, and detest and hate others who do not cooperate with them or who continue to pressure them to do things their way. Efforts

Excess behavior

to get others to adopt one's models are the major cause of conflict and alienation in relationships. As a result people are forced apart temporarily or permanently from friends, parents, siblings, spouses, children, neighbors, colleagues, jobs, organizations, communities, and countries.

Excess behavior

People engage in a considerable amount of excess behavior in connection with trying to establish consistency. This includes attempts to establish consistency which a) do not gain the cooperation of others, b) achieve greater consistency but do not gain resources, c) produce a loss of resources, and d) interfere with identifying models which would produce greater efficiency.

Many attempts to establish consistency are unsuccessful. People waste considerable amounts of time and energy in efforts to establish consistency which fail. Nature and other people frequently resist one's efforts to change them. A person frequently fails to gain the cooperation of others. Employees may not work as hard as one wants or do things the way one wants them done. Children may resist one's efforts to get them to do chores, to spend less time watching television and playing video games, to pay more attention to their school work, or to pursue the education and careers one wants them to. Similarly, a person frequently resists his own efforts to change himself, for example, when he wants to exercise regularly, quit smoking, stop overeating, eat only healthy foods, avoid stress, and get enough sleep at night.

Numerous attempts to establish consistency are successful, but fail to obtain additional resources. People often work hard to achieve consistency in endeavors for which there is little or no gain in resources. There is little gain in resources in many hobbies and sports, or when one succeeds in getting one's children to straighten their rooms.

Numerous efforts to establish consistency actually cause a loss of resources. For example, it is expensive to develop and maintain a perfect lawn, as well as destructive of the natural environment. Considerable cooperation must be marshaled in setting up new businesses, but many

businesses fail and one's capital is dissipated. In addition, people often alienate others, including mates, children, relatives, friends, colleagues, and employers, in their efforts to establish consistency with their models. Other people have models of their own and do not appreciate having these attacked. They are less willing to provide resources to those who alienate them. In addition, some of the models people hold are unpopular with others and can result in the people being persecuted or killed.

People often adopt models prematurely on the basis of little evidence. As a result they are less inclined to search for and/or adopt new models which would be more efficient than the ones they hold. Thus most people have little interest in replacing their supernatural explanations with natural explanations. Also, people are much more interested in converting others to their models than they are in learning about and being converted to other people's models, which may be superior to their own.

The creation of culture

People are constantly pressured by individuals and groups to comply with and adopt their models. Individuals and groups put pressure on them in order to establish consistency with their models. People cooperate with and adopt the models of others for a number of reasons. These include a) wanting to get resources from them, b) seeking to avoid punishments for failing to adopt their models, c) accepting their expertise, and d) adapting to situations produced by others. The more control one has over resources and the means of punishment, the more recognition one receives for one's expertise, and the more control one has over producing situations, the more successful one is at getting one's models adopted by others.

People want to get resources from others. Resources include food and water, positive reactions, positive stimulation, and sex, and the means to get them, such as money, jobs, skills, knowledge, and connections. Those who want resources frequently have to adopt the models of those who have the resources they want. For example, if one wants to get a university

degree, one has to fulfill the requirements (models) of a university to get the degree, and if one wants to get and keep a job, one has to be willing to perform the activities (models) that the job entails.

People want to avoid punishments from others. Therefore they frequently adopt the models of those who dispense punishments. Punishments include criticism, rejection, loss of freedoms, corporal punishment, fines, imprisonment, and execution. For example, one obeys traffic laws (models) to avoid fines and loss of one's driving license, and one pays taxes (models) to avoid going to jail.

People also cooperate with and adopt the models of others because they accept their expertise. Thus one may assume that one's teacher, doctor, lawyer, computer specialist, television repairman, and car mechanic know what they are talking about, and that one's car manual, computer handbook, cookbook, and travel guide are correct.

People also adapt to situations produced by others. One may not want to deal with pollution, traffic congestion, destruction of the environment, a recession, a war, or occupation by a foreign power, but may have little choice. Often one has to make the best of poor or bad situations. On the other hand, others may produce situations which save time and energy, offer employment, or provide entertainment, and one may take advantage of these.

On Canada Day, there are free music concerts in the local park and a huge decorated cake is cut up and pieces are given away. I go every year. $^{\#5099}$

Alternative models tend to appear in isolation, and disappear during contact. People in isolation develop and employ their own models. Individuals create their own models and understanding of what is happening and why it happens. As a result different individuals frequently develop very different models from each other. People are often surprised at how different another person's models are from their own. People also have differing amounts of information on various subjects. As a result individuals often fail to learn what others around them "know," or they make assumptions that others do not make. Therefore they may appear ignorant or stupid to other people.

One day when I was in the middle of the first grade I told my older sister that the teacher had really gotten mad at me. My sister asked why and I told her it was because I hadn't turned this stuff in. My sister explained that it was homework, and that I should do it at home and then turn it in to the teacher. I didn't have a clue what homework was or that I was supposed to do it. #5100

When I got my first report card in school, I was so proud, I ran all the way home. I told my mom, "I'm the only one in my class who got all D's." I thought it was wonderful. Mom patted me on the head and said, "That's nice, dear." She didn't make an issue of it. #5101

My daughter, who is eleven years old, told me that what really worries her about school next year is "Examinations." She has been hearing about them and doesn't know what they involve. I asked her if she had had any tests in school so far. When she replied she had, I told her they are the same things. She looked relieved. #5102

I grew up with a frail physique. My parents believed this was genetic, because my uncle had the same build. I always assumed there was nothing I could do about it. Then when I was middle-aged I started to lift weights. They made an incredible difference. In no time I added inches to my chest. If I had known this was possible I would have started lifting weights when I was young. #5103

When I was growing up my mother used to buy a large box of menstrual sanitary pads for my older sister. There was a picture of a woman in a long flowing dress on the box. I thought Mom was buying my sister a long dress in this large box. I couldn't understand why my sister never wore the dresses #5104

In grade school there were about fifteen of us kids who did everything together. The mother of one girl in our group taught school. When our school informed us we would be given I.Q. tests, this girl told us that if we did really well on the test we would be sent away to a special school. None of our group wanted to be sent away to another school. Therefore we all decided we should try to score as low as possible on the test. When we took the test, if we knew what the answer was we picked an alternative answer that we knew was wrong. #5105

When my husband was in school he was given an I.Q. test and the score was reported to his parents. When his parents received the score they realized their son was brilliant. Then later when he turned in a lackluster performance in school his parents concluded that his classes must be too easy for him and he was simply bored. They expected high achievements from their child and eventually he became a successful architect. If a project he was involved in turned sour, he could always find a good reason to explain why he was not to blame. Throughout our marriage my husband and his parents frequently referred to his superior intelligence. Later in the marriage I returned to university and majored in psychology. One day I was discussing a course I was taking on tests and measurements when my husband again referred to his exceptional I.Q. I always assumed that he had scored 160 or better and I asked him what his score was. With false modesty he told me it was 100. All along he and his family had assumed that a score of 100 meant 100 percent, or the highest score anyone could get. They had no idea that 100 was the mean for the population and that his intelligence was as average as you could get. #5106

Individuals frequently pronounce a word or define a word in an original way. This is so different from how others pronounce or define the word, that you know they probably failed to learn how other people do so. Very likely they developed this on their own. You really notice this with a person who grew up speaking another language. They often assume that a word they hear is another word they already know. They do not realize it is a different word altogether. For example, my wife is not a native English speaker, and she frequently thinks we are using an English word she already knows when we are actually using a word she doesn't know. For example, this morning she was talking about "fish roll," but what she meant was "fish roe." The word "roll" she knew, but the word "roe" she didn't. When she heard others say "roe" she thought they were saying "roll." Other mistakes she has made include repeatedly saying "static shot" instead of "static shock," "key change" for "keychain," "taste bugs" for "taste buds," and "Freudian flip" for "Freudian slip." #5107

When you are a university teacher you encounter all kinds of missed messages, or things your students never learned to do or to do correctly. There are students who have never learned what common words mean. The other day a very good student asked me what one of the words on her examination meant. The word was "lynched." Recently I returned

a term paper in which the student had made lots of spelling errors. The student told me, "I didn't correct any of the errors that my typist made on the paper. I didn't know it would be OK to write in the corrections." A teacher I know said that a very good student of hers had been admitted to advanced standing in a university. The student showed her an index card that he was supposed to fill out on both sides and return to the university about the courses he wanted to take. He said he didn't understand what OVER meant at the bottom of the index card. My friend didn't notice his question. She read one side of the card and then flipped it over to read the other side. "Oh, *turn* it over!" exclaimed the student. I think many of the words that students spell incorrectly are not typographical errors, but instead the way they actually think they are spelled or said. For example, one student wrote in a paper, "The skunk dug a whole in our backyard," and another wrote, "It was cut and try," instead of "It was cut and dry." #5108

I went to my favorite Chinese restaurant. There was a new waitress, a Caucasian, and I ordered an entrée I like and a bowl of steamed rice. The waitress brought me the steamed rice in the middle of a plate and nothing else. She served it as a separate course. I explained to her that the rice is supposed to go with the main dish. I asked if she had ever eaten in a Chinese restaurant. She said she had, but not one that served dishes like these. She took the rice back to the kitchen and later brought it back with the main dish. #5109

I was headed into the bathroom to take a bath and carrying a pack of cigarettes with me. My friend, who is also in her early thirties, warned me, "Don't smoke in the tub. You'll get electrocuted." #5110

Like everyone else, sometimes I'll put food in my mouth that is too hot and burns my mouth. When I was forty-five years old someone suggested that I drink some ice water to cool the food down. This had never occurred to me before, and no one else had ever suggested it to me either. This worked fine at the time, and I've done it ever since. #5111

My mother told me she couldn't sleep all night because there was a bird caught in the chimney. I explained, "Mom, it's the smoke alarm. It makes that noise when the battery is running low." #5112

Those in contact exert pressure on each other to adopt their own models, and have varying degrees of success. The less contact individuals and groups have with each other, the more their models differ. The more contact individuals and groups have with each other, the more similar their models are.

My group of school friends have a lot of influence on each other. One of us bought new boots and the rest of us liked them. Within two weeks we all had a pair and were wearing them. #5113

This is true of dress, speech, mannerisms, entertainment, family structure, religion, economics, law, politics, education, art, music, and architecture. Thus alternative cultural traits appear when individuals and groups are isolated from each other, and disappear when they are in contact with each other.

People who live in Tignish use many local nicknames and expressions. Tignish is located at the western end of Prince Edward Island and is 141 kilometers from Charlottetown, the Island's capital. The village has a population of about 1000, most of whom are Roman Catholics. The primary occupations are fishing and small-scale farming. Within the village are a church, liquor store, community arena, medical center, fire hall, gas station, Legion, large Co-op grocery, small grocery stores, and a restaurant with a bar and dance floor. To many Islanders Tignish seems as foreign as Newfoundland does to most Canadians. It is also the butt of many Island cracks and jokes. These often originate in neighboring communities, whose people seem to feel they are a cut above the people of Tignish. Many outsiders think the village is a hick town peopled by illiterates. It is also caricatured as though it is at the ends of the earth. Certainly the use of local nicknames and expressions adds to the feeling on the part of inhabitants and outsiders that the community might as well be a separate province in itself.

Nicknames give the community the character of a secret society. No outsider could hope to know all the names used for the people of Tignish. But to an insider they contain a wealth of personal history and an extensive genealogy. For example, there are many people named Gaudet (pronounced Goody), but the "Prosper Gaudets" are a distinct clan of Gaudets who originated with a man named Prosper Gaudet. Because there are so many Gaudets in the community, the nickname "Prosper" is placed after the baptismal names of his descendents to

distinguish them from others with the same last name. Only the Gaudets who are descendents of Prosper Gaudet are called "The Prospers." In another case, a clan of Gavins are called "The Dicks." This nickname came from a man named Richard (Dick) Gavin and is now applied to his descendents. When introduced to a member of this family, such as Arnold Gavin, outsiders are often told the nickname, i.e., Arnold Dick, and do not know this is not his real name. Both families, the Prospers and the Dicks, have long produced powerful men, who constitute a formidable fighting force.

One can give other examples of this. Most of the DesRoches family are known as "Crow," but there are family branches called "Hang on" and "Fell off." These nicknames began when two brothers were riding in the back of their father's wagon, which hit a bump and one brother fell off while the other managed to hang on. One Doucette family is nicknamed "Goose," because Henry Doucette, who fished long ago, used to have his buoys shaped like geese. The list of nicknames would go on and on. Among the Handrahans there are "Alley cats," "Joe Cyprians," and "Charlie Billys." One Blanchard family is called "Co-cos." Branches may be named simply according to line of descent, such as "Joe-Bobs," "Joe-Jims," and "Eddy-Peter-Tom." Such nicknames often arise when many people share the same family name. Other nicknames are given to individuals, but not necessarily to the entire family. For example, one fellow from North Cape, which is a community about seven miles from Tignish, is very big and is known to eat a great amount of food. I've actually seen him put down seven cheeseburgers, two fried chickens, three milk shakes, a couple of soft drinks, and several bags of potato chips, and afterwards say he would like to eat more but couldn't afford it. In Tignish people call him "Half the Cape," "The Mare," or "Meatloaf." Other examples of personal nicknames are Johnny Frog, Gay Skunk, Murray Carrot, Bernice Puff, Neil Bags, Brenda Garbage, Cindy Cow, Johnny Bull, Roger Ape, Neil Nose, Wayne Snouzer, Joanne Putt, Joey Burp, Billy Clam, and Eva Quack. There are many others which are too numerous to mention. A person may get a particular nickname in many ways, which may be based on an experience, a job, or something said. Usually the name remains with the person for life. An outsider would have great difficulty keeping the names straight. For example, the person he knows as Johnny LeClair would be called Johnny Frog by the people of Tignish. Sometimes the local people themselves do not know what a person's original name is.

In addition to family and personal nicknames, other nicknames are employed for the people of specific neighboring communities.

Those from North Cape are "The Capers," people from St. Louis are "The Rabbits," and those from Myrick Shore are "The Seagulls." The assortment of nicknames used in Tignish constitutes a private language which helps knit the community together and keep it distinct as well as defensively proud.

An outsider visiting Tignish may also need an interpreter or have to ask a speaker to repeat himself several times in order to understand what is being said. For example, the word "weak" is used in many ways by the villagers. Thus if they want to say they had a really good time, they say, "We had a weak time." Someone who is tall is "weak tall," or short is "weak short," and so on. Often they say just the opposite of what they really mean. For example, a tall person is "so short" or "short too!" and a thin person is "so fat" or "fat too!" A rich person is "so poor" or "poor too!" or has "no money neither."

There are many terms and expressions used in the village. For example, a girl or woman who has a reputation for being loose is referred to as being "keen." They might say, "She's fairly keen," or "She's not too keen!" She may also be called savage, which would mean the same thing. Savage is also used to describe people who are eager, silly, impatient, or aggressive. A person may be described as "Not too savage!" or "He's fairly savage." When one eats a really good meal and is quite full he or she had "a fair scoff." A person might say, "Well, sir, a weak scoff I had." Scoff can also mean to steal something. When you intend to go home for lunch, you might say, "I guess I'll go home and throw something in the mouth." If you roll the window up in a car, you "throw some glass in the hole." Almost everyone drives a fourwheel drive (Chevrolet truck) and if you drive a car, it's just "a crate," or if you drive a Ford truck it's "nuting" at all. TH's are very seldom pronounced, which is why many outsiders believe that all people from Tignish are French. An outsider or stranger is referred to as "strange stuff." If an outsider tries to take a local girl out or home after a dance, a fight may result, depending on who the girl is. This outsider could receive "a fair hammering or pounding" to serve as a warning to other outsiders.

The following dialogue illustrates how such terms and expressions may be used.

Joe: "Hello, Tom. How's she going?"

Tom: "Well, sir, the head is right new (hung over) too."

Joe: "Why? Did ya go to Kenny's (local club) last night?"

Tom: "Yeah. Weak time we had. The place was packed and all kinds of strange stuff too!"

Joe: "I was going to go, but I was too rich."

Tom: "I'm so rich myself, but the old lady (wife) lent me \$20 to go. You missed the big brawl too. Lenny Dick and Wayne Seagull. They both got kicked out, and barred for two weeks I guess."

Joe: "I heard there was a party after the dance was over. Did you go?"

Tom: "Yeah, we went to the bootlegger's and got a twenty-four (case of beer). I tink I crawled home around four AM. The old lady was pleased too!"

Joe: "You missed all the (Irish) moss last night. I got two truck loads."

Tom: "Not too savage, eh? I hope I never see another crumb of moss again."

Joe: "Well I tink I'll go to the canteen for a scoff. Comin?"

Tom: "Food! Well sir, be nuting I'll never eat again."

Joe: "Well, catch ya later." Tom: "Yeah, see ya!" #5114

Over time people who are in contact with each other develop common models and their own variations on common models. They frequently establish common endeavors, common goals, common ways of doing things, and common reactions, such as agreement over what is praised and what is criticized. Thus within the university, professors are expected to do research and publish. They receive praise for publishing in prestigious journals, obtaining research grants, and for winning awards for their research contributions, and they receive criticism for failing to publish, fabricating research data, or plagiarizing.

This is my first year in university residence. One thing that stands out is that there is a great deal of borrowing and lending among the residents. Most residents did not do much borrowing and lending before they came to university. But in the university residence they have had to adapt. "Borrowing is the only way to survive in residence." "At home I would only loan something to a very close friend. But here I find myself loaning to people who are practically strangers." "Our mothers may have told us never to loan our things to others, but this does not apply in university unless one wants to become a social outcast."

Before university I didn't feel justified borrowing anything, and I would have felt embarrassed asking for an item. But once I had been on campus for awhile, my feelings changed. Now I view borrowing as a very natural occurrence rather than an embarrassing one. There is constant interaction between residents. When you are out of coffee, paper,

or many other items, you just go and knock on the door of a person that you know has them. There is a lot of pressure to borrow. Styles change fast and parties keep popping up unexpectedly. I often find myself with "nothing nice to wear" to dances, pubs, and other events. Therefore I borrow clothing from the other girls so I can keep up with the crowd.

One's ability to borrow depends on mutual trust and one's reputation. Last week I typed a report on a borrowed typewriter using borrowed typing paper. The girl I borrowed the typing paper from I knew quite well. But the girl I borrowed the typewriter from was almost a complete stranger. The fact I could borrow these items means I have a good reputation as a borrower. In contrast, some girls would be unable to borrow either item. If they are able to borrow something, they will have to go to a lot of trouble to do so. This is because they have not yet established good reputations as borrowers, or because they have reputations of being bad borrowers. Good borrowers return items immediately after use and in the same condition they were in originally. One girl in my residence commented that her top was dirty when it was returned. From now on the girl who borrowed the top is blacklisted and will have an extremely tough time borrowing anything in the future. You will also be weeded out if you borrow too much. If a girl asks to borrow something and is refused, others will look down on her.

Some people take advantage of the borrowing system and steal items from others. One boy I spoke to named Robert had a music disc taken from his room without asking. Later he was in the hall and heard someone playing the disc. The person who had the disc said he had borrowed it from someone else. Robert went to the individual the boy said he had borrowed the disc from and that individual said he owned his own disc and hadn't loaned it to anyone. Robert went back and confronted the boy. The boy then admitted he had borrowed the disc, but said Robert's roommate must have forgotten to tell Robert. Quite a few people have had similar experiences. This certainly would hurt the reputation of the boy who stole the disc.

There is a lot of social pressure to lend items in residence. I can not count how many times people have knocked on my door practically begging to borrow an item. It is very difficult to turn a person down, and if you do, you take a chance of having the person dislike you. You must learn how to turn people down in a tactful manner without making them feel angry. However, if you do lend a lot and are friendly about it, your social standing will rise because people will like you more for your generosity. I have often heard the comment, "What a

sweetheart!" by someone who has been lent something freely and graciously. You must be willing to lend to be able to borrow. If you lend a lot, chances are you will be able to borrow a lot too. #5115

My stereo is the last of my material goods I would part with. One of the most important things to own when you are an adolescent or young adult male is either a nice stereo or a nice car. Because a large number of the males in this age group are still attending school, they don't have much money and have to make do with the stereo, which is much cheaper than a nice car. Before I had a stereo I was always running off to my friend's house to listen to his stereo. Now that I have one, my friends come over to my house with their albums all the time. I started out with a \$900 system and have since improved it to a \$1500 system while my friends were improving theirs. This was definitely a move to maintain status in the eyes of my friends.

Hand in hand with owning and improving a stereo is building a record collection. You can have a very good stereo, but if you have few records or all your records are crap, your stereo quickly loses its appeal. When I was working this last summer, the only thing I made sure I had money for was two records at the end of each week. No matter what else came up, the records were top priority. At the end of one week I had spent my last cent on records and had to ask my parents for cigarette money. I have this friend who draws pogey (unemployment benefits), and he will go out and buy new records and components for his stereo before he buys food.

Most people have a particular record which makes their stereo sound incredibly good. It is the first record they play when someone is over who hasn't heard their system yet. It is even considered bad manners to suggest a record the first time you listen to another person's stereo. An unwritten rule in the young adult culture is that no matter how bad someone's stereo sounds, you don't tell them so. I remember one time my friend came to my house to hear my brand new system and after listening to it said it sounded excellent. Later that night I realized the tweeters weren't hooked up. When I did hook them up, the difference in sound was phenomenal, so I knew my friend was just being polite. This is the same friend who would tell me my clothes looked ugly or my haircut was disgusting. Telling a person their stereo sounds bad is equivalent to telling them their new car is ugly. People just don't do that, because such possessions are the owner's pride and joy.

People who own stereos are ranked according to the care they give their stereos and records. Those who don't know how to handle stereo

components and records tend to be shunned by those who take proper care of them. There are certain practices followed by those who are serious about their equipment. The degree to which you follow these practices determines your status among others who are serious. These include 1) avoiding equipment which combines functions, and putting your money on the best single components you can afford, 2) not stacking components on top of each other in your home, 3) not placing any unnecessary weight, even records, on top of your speakers, 4) not transporting your equipment to other locations, such as to a friend's place for a jam session, 5) not putting anything higher than your stereo, because it could always fall on it, 6) always walking softly near your stereo, 7) never touching the black paper of the speakers when you remove the housing, 8) always cleaning your needle cartridge with a brush before playing records, 9) always turning the volume down before placing the needle on a record, to prevent speaker shock, 10) only playing a record when the dust cover of your turntable has been lowered, and 11) never turning the volume over seven, because the distortion level could blow the speakers. In regard to records, it is considered important that you 1) never touch the grooves, 2) always brush the records before you play them, 3) never put an uncovered record on the carpet or other foreign surface, 4) do not leave records out of their covers, 5) remove the cellophane wrapper on the record cover to avoid warping your record, 6) keep your albums in heavy transparent plastic, 7) never use a record changer, because it is repulsive to see one record ready to crash down on another and scratch it, 8) always place a record into the inner sleeve inside the record cover, 9) always keep the opening of the sleeve turned in a different direction than the opening of the record cover, so that the record can't fall out, 10) use utmost care in placing the needle on the record and in removing it, 11) never lend your records, 12) never stack uncovered records on each other, 13) store records off the floor, because cold and heat could seep up from below and warp them, 14) store records on their edge, rather than have them lie flat, because any uneven pressure may warp them, 15) never store records near a radiator, because the heat might warp them, 16) never buy 45's, because even if you just like one piece on a long-playing record, you would never invite anyone over to hear a 45, 17) never buy a cheap record with multiple artists, and 18) develop as large a record collection as possible.

The care you take of your stereo and records is a reflection of your character and personal hygiene. People go to a great deal of trouble over the appearance of their equipment. I've seen many cases where people have gone to clean up before a party, and all they've cleaned was their

stereo. I've also seen people wash their records like they were dishes. Records that skip are seen as revealing an uncaring attitude toward equipment. Whenever I find a record in my collection that skips, I open my front door and let it fly for all it's worth. They fly better than Frisbees. One friend of mine checks each record he buys for the least little tic in performance, and usually ends up returning a record to the store several times before he locates an acceptable copy. Once I lost my brush for cleaning my needle and records. When a friend saw me putting on a record without cleaning it, I could tell by his expression he was very shocked. If I hadn't told him I'd lost the brush, this might have become a serious problem in our friendship.

If someone takes poor care of their own equipment, you wouldn't want them handling yours. If another family member wants to hear a record, you play it for them. During parties you normally hover around your equipment to protect it from other people. Females are considered the biggest danger. Normally you only let a person touch your equipment if the person keeps even better care of his own equipment than you do of yours.

Another major problem is dealing with one's parents in terms of one's stereo. Stereo equipment is a frequent source of conflict. My parents constantly tell me to turn down the volume so the neighbors don't complain. I must admit my neighbors have complained about the noise many times. My parents may also be concerned the neighbors will think poorly of them, because "no responsible parents would let their kids make such a terrible racket." Sometimes there is a communication breakdown, because I don't feel it is loud, but I think that my parents simply don't like my taste in music. They play their own music at twice the volume that I play mine. My parents also tend to get on my back about the amount of money I spend on my stereo. When I added a \$600 piece of equipment to my system, my parents thought it a waste of money, because they couldn't hear the improvement in sound, while all my friends could. This supports my opinion that they simply know nothing about quality sound. When I didn't have a stereo my parents never understood why I didn't stay home once in awhile. Now that I have one they think it's better I'm home more, but they don't like the fact my friends are always around the house listening to my records, because it disrupts their routine. Before I bought the stereo there was never really anything to do at home except watch TV or talk to my parents. Now I seldom do either. I just go to my room and listen to my stereo. (Amounts in 1980 dollars.) #5116

There are a number of large fitness gyms in Charlottetown and elsewhere on Prince Edward Island. All of these have weightlifting equipment. However, I only consider one of these a "hardcore" gym. A hardcore gym is one where serious bodybuilders can work out and feel comfortable. A gym must provide the right atmosphere for serious training in order for dedicated bodybuilders to make the gains they need. The "right" music, the "right" people, and the "right" equipment are all needed to create the right atmosphere. "The equipment is the most important part of a gym. The music has to be good and loud, not that goddamn elevator music. And I can't stand the staff telling me not to grunt too loud when I'm doing a squat or two."

Many gyms do not want hardcore bodybuilders at their establishment. A common reason why is the intimidation factor. Bodybuilders are a strange breed and often do not act like a normal person doing exercise. They can be loud and aggressive in the weight room. Many gyms don't want this, because they believe it will drive away other members. "Tommy jumps down after a painful set of wide-grip chin-ups. He looks like he could fly with lats like wings. His workout partner grabs him as soon as he hits the floor and yells, 'Good fucking set, Bro.' They do a loud and aggressive high five as if to take each other's hands off. After each set they do something like this, and it certainly attracts the attention of bystanders." Such behavior occurs frequently in a hardcore gym. This is intensity, but are they going too far? Do these two powerhouses really care that they may intimidate the smaller guys. Bystanders appear to look at them as animals. Tommy says, "We try to pump each other up, and this is what works! I only care about getting bigger and having awesome workouts." The pump in your muscles is a rush in itself. Bodybuilders want to catch the adrenaline flow and make use of it. Most of the larger bodybuilders are really nice guys, and they do not intimidate people on purpose.

Bodybuilders do not want to be told what to do when they lift weights. They want to go into a gym and spend an hour or two building muscle. They are quick to switch from a gym that does not let them do this. "A skinny little fag of an instructor kept telling me to keep the noise down and put my collars on. I don't need that fucking shit!" Step into any gym and you will hear noises from overexertion and pain. In a weight room you hear grunts, groans, and the occasional yell. This is part of working out. Most feel that making noises helps you lift the weights up and down. One lady bodybuilder disagreed, "Making noise is a waste of energy. You should concentrate all your energy on the movement of

the barbell. Anyone who says different is wrong." Lifting heavy weights is as much mental as it is physical. If you think grunting will help you, then it will. If you think being quiet will help, then it will.

There is definitely a difference between those who grunt and those who don't. The bigger you are, the more noise you make. I estimate that nine out of ten big men (who weigh over 200 pounds) will make noise when they hit fatigue or when they get a spot, which is a slight lift on their bar by their partner. Half of the people between 175 and 200 pounds make some sort of noise when they hit fatigue or failure. However, their grunts are rarely as loud as those of the larger men. Hardly anyone under 175 pounds makes noise. These are all estimates on my part. Last summer, an enormous ripped individual walked into the gym and started to do some benches. He was using an astronomical amount of weight and was making an equally astronomical amount of noise. No one saw this as funny. In fact, it was looked on with great respect. People in the gym seem to decide who is allowed to make noise and who isn't. If you were a small person lifting a small amount of weight and making noise, this would be looked on as funny. People wouldn't laugh right in front of you, but you could tell by their reaction that they were amused. In contrast, smaller people who are very strong and can lift a lot of weight are usually accepted if they make noise.

Steroids are addictive little bastards which can make you very aggressive. Steroids, or "roids," are available to anyone who has the money to buy them. Taking steroids can be a touchy subject. Some guys will come out and tell you straight out they are on the juice and don't care who knows. Others try to keep it secret as long as possible. When guys tease others about being on steroids, tempers rise. The most common response is "I'm not on the fucking stuff! I'd love to know who told you I am." People take steroids to put on size and get bigger. "I've been taking roids for about a year and a half. I never planned on taking more than one cycle, but I got addicted. (A cycle lasts about two months.) When I juiced, I grew; when I didn't, I didn't." In most cases, people who make huge spurts in growth within short periods of time are taking steroids.

I know at least a dozen guys who get stoned on a regular basis before they go to do weights. "I get lightheaded from the hash, and when I start lifting I get even lighter headed. I can't feel the pain as much when I'm baked, so I can do more weight." "It makes me work out harder. I can do more, longer, and not feel the pain and not get tired. It's a real rush getting high before working out." #5117

Military culture is very much a drinking culture. Any social function is seen as an opportunity to drink. Every member of the Canadian Forces must belong to a mess. A mess is the military equivalent of a bar. You pay a fee to support the mess and many social events are held there. The fee for drinks is fairly cheap compared with regular bars, so you get more for your money. There are three messes. One is for the junior ranks, another for the senior ranks (sergeant and above), and another for all ranks of officers. The officers' mess is the biggest and nicest and has the least number of members. The junior mess is the smallest and the most packed. I think there is a strong emphasis on drinking in the army because most members are young and impressionable. They are constantly pressured to drink by longer serving members. I personally am not a drinker and don't make a habit of getting drunk. So when I refused the constant encouragement to drink, some were less willing to accept me. They wanted to know if I had a religious reason, because this would have made it easier to understand. Also, there are a higher percentage of smokers in the military than in the general population. They know about the health risks. However, some have been smoking for such a long time that it is hard for them to quit, especially when many people around them smoke. Nevertheless, most of the new recruits do not smoke as much as the older members do. Another aspect of the military is tattoos. There is not much pressure to get one, and most people who do so, do it on their own. For some it serves as a rite of passage or a confirmation of an achievement. Sometimes a large number of members get "a course tattoo" when they graduate. Also, tattoos are common on a tour of duty, because the tattoo is a symbol of where they have been and what they have accomplished. When military personnel talk to each other, they commonly use vulgarity. It can be quite amusing to hear members who have been in the service for a long time finish every sentence with "shit." Then there are common terms, such as "FUBAR," or "fucked up beyond all recognition." Infidelity also seems to be more common inside than outside the military. Most members are away from home and are separated from their mate. I often hear members say, "Since it is out of province, it doesn't count as cheating." Both sexes are guilty of this, and females have a larger percentage of males to choose from. The adult entertainment industry is very popular in the military. The military is a very patriarchal system, and most men respect and encourage behaviors which are "manly" and "hardcore." #5118

Culture itself can be defined as the nature and degree of consistency established in the behavior of a population. In other words, what we

recognize as a culture is simply the net result of individual efforts to establish consistency within a specific group. As a result of individual efforts to establish consistency there is a great deal of similarity in the behavior of the members of each family, group of friends, organization, community, and region. Consistency is established in the most specific behaviors, including what to say when you greet others, how to tie your tie, how to address a letter, and whether to leave a toilet seat up or down. Because individuals constantly produce new models and try with varying success to get others to adopt their models, culture is always in a state of change.

Society and establishing consistency

An enormous number of models are employed in a society in efforts to get and keep resources. Societies are composed of organizations as well as individuals. Organizations normally have a large body of models, both formal and informal, that they apply in accomplishing goals and in dealing with the public, customers and clients, suppliers, members of the organization, financial supporters, and the government.

Societies and organizations seek consistency among their members. Adoption and execution of a single model is much more efficient than dealing with a variety of models. Also, individuals feel that their own models are correct and that other people should adopt them. Therefore people constantly pressure others to adopt their models. Over time, certain models become dominant and widely held by a population.

The uniformity in scientific disciplines makes you think that the emphasis is more on discipline than it is on doing science. There are very narrow definitions of proper research topics, methods, analysis, conclusions, and reporting. Uniformity is produced by specialized training, granting agencies, peer review of publications, book reviews, and tenure and promotion committees. This rigor mortis occurs well before people working in an area have done enough exploring to know what they need to explain. One has to wonder whether fear of criticism and rejection has prevented more good science than it has promoted. #5119

Organizations attempt to operate in a single way, and are normally arranged as hierarchies. We see numerous examples of this in government, education, business, religion, the military, sport, health, law, transportation, the mass media, and entertainment. People establish organizations and hierarchies to get and keep resources. Procedures within organizations are standardized so that organizations can operate with greater efficiency. Recruitment, instruction, pay scales, dress codes, duties, times of operation, advancement, retirement, rules, infractions, punishments, and dismissal are often standardized within organizations.

I work at a local outlet of a multinational fast-food restaurant. The company policy is for each counter girl to carry out "the six steps." These are one, greeting the customer; two, taking his order; three, suggestive selling; four, assembling the order; five, receiving payment; and six, asking him to return. And above all and most important – don't forget to smile! Well, after a busy Saturday when you have served four to five hundred customers, you start to feel like a machine at the end of some huge assembly line. #5120

Hierarchies are able to coordinate the efforts of individuals in specific directions and toward achieving specific goals. Specific goals, or models, are identified, encouraged, and supported by those at the top of the hierarchy. Leaders of organizations seek to apply their own models and to get the members of the organization to adopt these models. Members of the organization are rewarded on the basis of their success in fulfilling the goals of the organization. As a result, an organization is able to achieve more and obtain more resources. Individuals usually participate in hierarchies in order to obtain resources for themselves. Hierarchies exert numerous pressures, including expelling those who do not cooperate, to ensure that individuals adopt the models of the hierarchy. Those who cooperate receive a share of resources which enables them to fulfill their personal objectives. In comparison with individuals, hierarchies can marshal more resources to achieve specific tasks, can accomplish larger tasks, are able to provide continuity despite changes in personnel, can obtain more resources, and are slower to change. Individuals have less freedom in hierarchies than they would have acting on their own.

Despite the existence of formal procedures for decision making, there are numerous conflicts within hierarchies over which models to

apply. Individuals and groups within an organization pressure each other and struggle over which models will be applied to everyone.

Office politics are always present. Sometimes they are at a low level with individuals quietly working for personal gain. Other times they are quite vicious with factions noisily trying to get each other fired. Office politics, like any other politics, is the art of trying to get your own way. Individuals work to get advantages for themselves, and to prevent others from taking their advantages away. Most of the conflict at work is over whose models will prevail. So much energy goes into office politics that it is surprising that the business of the organization still gets done, and sometimes during a political crisis this business is actually put on hold. I've seen university teachers dismiss classes in order to attend a political strategy meeting to plan how to deal with an opposing faction of teachers in the same department. #5121

Numerous squabbles occur in the university because of the tendency of many chairs of departments and deans to try to get everyone else to do things their way. This isn't the case with all administrators, because there are some who believe in "live and let live" and "my way works for me and yours for you." However, a large proportion of chairs and deans dedicate themselves to forcing others to do things their way. They may work to try to get a new program or course adopted, or to get every department to write a lengthy annual report. They may try to change the way a teacher teaches his courses or his course content. They may attempt to get every teacher to use the same text for a specific course, to get all faculty to submit their teaching syllabi and post their office hours each semester, or to limit faculty work off campus. They may also work to get rid of a particular employee, course, or program. When they can not get members of departments to agree with what they want, they often work behind the scenes to try to get higherlevel administrators or the university senate to take action and impose it on them. Administrators who seek to impose their will normally believe that what they want is for the good of the institution or department, that they are acting on principle, and/or that they have the most rational solution to a problem. They believe that those who oppose them cannot transcend self-interest, laziness, prejudice, or convention. Their efforts cause a great deal of resentment and anger on the part of the professors they seek to change, who feel they have very good reasons for what they already do. These professors spend large amounts of time and

energy seething, complaining, hiding activities, circumventing policies, and trying to prevent administrators from imposing their will on them. #5122

Within a hierarchy the coexistence of alternative models and goals is tightly controlled. For example, instruction in the school system is normally provided in just one or two languages, rather than in all the languages spoken by the student body. Alternatives which are not officially authorized may be persecuted.

Individuals within an organization pursue many of their own personal models. These personal models may have little to do with the goals of the organization and may even subvert the organization.

I just want to work here until I finish paying off my student loans. Then I'm quitting and moving back to Vancouver. #5123

I teach in a university, but I don't have any desire to do research and publish. Instead I read a great deal and this gives me good examples to use in my lectures. #5124

In dance classes for adults, most of those who are there want to do something for fun and exercise and hope to become better dancers. However, you also get individuals whose primary interest is to meet or pick up members of the opposite sex. They can alienate the students who want to dance and can cause them to quit coming to class. #5125

During the summer I work on a tobacco farm. There are two crews on the farm. One crew of six people works in the field picking leaves from the tobacco plants. The other crew of three people organizes the leaves and loads them into kilns, where they are dried. There are also two drivers who transport the leaves from the field to the kilns. One driver unloads the tobacco and helps the crew at the kiln. The other driver is in the field collecting the leaves that have been picked. The farm produces roughly forty kilns of tobacco each harvest, or once a year. The owner of the farm works as part of the crew at the kilns or helps drive the trucks. The owner's goal is to process seven kilns of tobacco a week. If everyone works hard, this can usually be accomplished in five and a half days. The owner encourages workers at the kilns to work hard, complete the work early in the day, and achieve the quota for the week so they can go home early on Saturday. However, because the owner is normally present at

the kilns, he is not present in the field. Most of the workers on the field crew do not want to work hard at all. Instead, they want to finish work early and go home. Their usual goal is to pick enough tobacco each day to fill one kiln. After they finish picking a row and load it on the truck they frequently rest for at least fifteen minutes before they start the next row. I have seen them end their rest period because they could see the owner headed their way in a truck. Sometimes the crew at the kilns has to wait a half hour for the next load to arrive. Some of the field workers do want to fill seven kilns so they can go home early on Saturday. However, most field workers just want to finish early each day and do not care about the weekend. Even though some workers are industrious, they can not change the other workers. However, the lazy workers do work harder when the owner is present, probably because they want to keep their job. One day the owner told the workers he wanted to fill at least a kiln and a half that day and they walked off the job after they finished filling one kiln. Some had made other plans and others just wanted to go home and relax. On another day the owner needed to leave the farm and drive to Charlottetown to buy supplies. Work started as usual at 7:00 AM. The owner was in constant contact with the crew in the field, and half a kiln had been filled by 10:30 AM. It looked like we would finish filling the kiln by one or two in the afternoon. The boss left the farm after the morning break, at 10:45 AM. But after he left there was little incentive to work hard, and the kiln was not filled until 4:00 PM. #5126

Within a society many methods are used to establish consistency on the part of the members of the society. Thus children's books indoctrinate children with the models held by their parents and other adults. Teachers instruct students in the use of commonly accepted models and grade them according to their ability and willingness to use them. Authors write books which describe their models and seek to persuade others of the advantages of their models and the disadvantages of alternative models. Standardized rules of play are established in sports, and referees are trained to enforce them. Sunday schools, catechism classes, community courses, government information leaflets, public service announcements, educational programs on television, and articles in newspapers and magazines all attempt to teach people a "correct" way to view things.

Every Sunday morning a Sunday school is held at my community church. Sunday school starts off with singing songs and an opening prayer. Then one of the teachers may tell a religious story using figures

on a flannel board. Or else everyone may play a game, such as "Swords Up." Each person who plays "Swords Up" must have a Bible, and the players are divided into two groups. All the players extend their arm upwards holding a Bible. Then the leader of the game reads a verse taken from the Bible. After the verse is repeated by the players, the leader announces, "Swords down." The first person to find the right location of the verse in the Bible stands and reads it, which gives their team a point. After the game everybody splits up to go to smaller classes with a teacher. Classes are divided on the basis of age. Children may be given a religious bookmark when they do their homework, bring their Bible, or bring a friend or guest. #5127

There are efforts to block access to certain channels on television and sites on the Internet. A number of governments try to prevent their citizens from exposure to criticisms of the government. Also, many parents attempt to prevent their children from getting access to programs with sexual content. #5128

There is an ongoing campaign by the Canadian government using the mass media to get everyone to exercise regularly. They must have decided it's in the national interest, and they constantly run television ads to encourage people to be more active. They've even invented a new word for it, which is "participaction." #5129

Normal procedures, uniform standards, laws, and courts all help maintain consistency. Various punishments and threats of punishment are used to coerce individuals to comply with the models held by others. Forms of punishment include criticism, rejection, loss of privileges, disowning, loss of employment, persecution, fines, imprisonment, beatings, torture, drug "therapy," electroshock, psychosurgery, straitjackets, and execution.

Countless conflicts occur between individuals and groups as to which model will prevail in the society. Groups seriously disagree and work to convert everyone in regard to their own position on specific issues, such as abortion, capital punishment, euthanasia, infanticide, women's rights, animal rights, environmental impact, divorce, contraception, pornography, using swear words, corporal punishment, alcoholism, recreational drug use, smoking, violence, homosexuality, religious beliefs, freedom of speech, polygamy, family size, sex education, nudity, breast feeding in public, clothing styles, hair styles, music preference, and political party.

Advocates of each model believe they are right and the others wrong. Numerous tactics are used to win support for a model and to undermine support for alternative models. Such conflicts are often very stressful and produce considerable tension for the participants.

When I became involved with the Home and School Committee, the family life program was already being taught in grades ten through twelve in my area. A proposal was under consideration to expand the program to include grades one through nine. The proposal was quite long and detailed, and I read through it and thought it was excellent. In order for it to be accepted, however, the trustees of the school district would have to vote for it. A meeting of the Home and School Committee was held and the teacher who taught the program in our high school and a local doctor spoke of the need for such a program. However, several others spoke out strongly against the program and this shocked me.

This was the first time I realized others were opposed to it. Several church groups did not like the program, and a local fundamentalist church began to organize opposition to it. A letter from a mother with two girls taking the family life course in high school was circulated to the school trustees and to homes in the neighborhood. Most people read the letter and they talked of little else. The mother wrote that the program caused bad behavior in one of her daughters and encouraged her to rebel against her parents and call them old-fashioned. She also wrote that students were told not to take their work home or discuss it with their parents, and she provided numerous examples from her daughter's textbook which implied that students were taught about homosexuality, birth control, and abortion. I was amazed, because I had read the curriculum very carefully and knew these subjects were not in it. I also knew the woman was a member of the fundamentalist church which was leading the opposition to the program.

Suddenly there was a deluge of information and misinformation everywhere in the neighborhood. Trustees received numerous letters and phone calls. One of the rumors circulated was that the school board was withholding information so people would not realize just how bad the program was. Most people seemed to think that the family life program meant nothing but sex education. Members of the fundamentalist church went door to door to get signatures for a petition against the program. They informed adults in each home that the high school employed homosexuals to teach students about their sexual orientation;

that students were told, "Don't knock it until you've tried it;" and that teachers asked students to monitor their parents' sex life to provide material for classroom discussion. They got thousands of signatures for their petition, and many students suddenly quit the course. At the same time photocopies were distributed of material supposedly taken from a family life program in the United States, with a cover letter which stated that this is what our children will be taught. The material showed scenes of both lesbians and men and women engaged in oral sex and other acts. It looked like it was taken from a pornographic magazine rather than a textbook. All the local news media had reports on this material and there was a great furor over it. The RCMP (Royal Canadian Mounted Police) stated it was definitely pornographic and whoever was distributing it was breaking the law.

When the minister of the fundamentalist church was asked point blank in a television interview if he had distributed the material, he denied it. Two people I knew had previously told me that this minister personally gave them copies of this material. I expected a minister to tell the truth in public, but I realize I was naïve. Another minister phoned the school and said that if they mentioned sex without marriage, they must tell students it is a sin. But in some schools most of the students' parents have never been married, and it was felt it wasn't the school's place to pass judgment. The ministers of some of the churches came out strongly in favor of the program, and the Catholic Church did its best to stay neutral. I was also told that the fundamentalist pressure group was lobbying the Minister of Education to get the family life program blocked.

By this time I was quite angry at the tactics used by the pressure group, but I felt very helpless. Neighbors had become pitted against neighbors and friends against friends. When I visited a neighbor who had previously spoken in favor of the program, she avoided the subject because her husband was against it. I felt I had to do something, no matter how small. I decided it would help if I found out exactly what was being taught in the high school and used this to refute the letter by the mother. When I went to the school, I learned that the only reason students weren't allowed to take their textbooks home was because the school owned only enough books for one class, and the books were needed for three separate classes. When I examined the material used in the course, I saw that information was taken out of context. For example, the woman had written that the textbook asked students, "Is it OK for two men to hold hands?" but in the context of the chapter they were really asked, "Is it OK for a son to hold his father's hand on his

deathbed?" There were several other examples from a chapter dealing with affection between family members which were distorted to appear as homosexual acts. I and some neighbors drafted a letter in response to the woman's letter and had it published, but this just seemed like a drop in the ocean relative to everything else that was going on.

The pressure group then tried to force another hearing with the Home and School Committee to give their speakers another opportunity to speak against the program, and when they were refused, they held a meeting by themselves. The night arrived for the Home and School Committee meeting when the final vote would be taken. I was told that the pressure group had hired busses for their supporters, and I know several people who decided to stay away for this reason. The meeting went much better than I had expected. Speakers for the program were well prepared. Others tried to sway the school board against the program with emotional appeals but were poor speakers. The fundamentalist minister spoke, and when he stood, his congregation stood, and when he applauded, they applauded. One trustee sent her vote by proxy, but a member of the audience quoted a clause which disallowed proxy votes. Nevertheless the motion to adopt the family life program passed seven to five #5130

Societies and groups frequently adopt models which interfere with getting and keeping resources. Such models take many forms. There are models, such as celibacy, clitoridectomies, and "men don't cry," that seek to prohibit human feelings. There are attempts to prevent the use of scientific ideas such as evolution, the sun-centered solar system, and animals have feelings and consciousness. There are models which identify segments of the human population, such as women, children, the aged, ethnic groups, and racial groups, as inferior. Other models have advocated binding the feet of women, denying women education and the right to vote, preventing women freedom of movement, and refusing to allow medical personnel to perform autopsies.

Every species produces more individuals than can be supported by the environment, and humans are no exception. The result in the case of humans is large-scale starvation, brutal competition for resources, and massive destruction of the environment. Humans could limit their population size to a number that could obtain a decent standard of living and have little negative impact on the environment, but they show no interest in doing so. Instead there is widespread opposition to abortions and to restrictions on family size. #5131

Societies undergo an enormous cost in their efforts to prevent people from using recreational drugs. A great deal of time, energy, and money is devoted to investigating drug use and sales. Law enforcement focuses on recreational drugs instead of on other issues. Many people are labeled criminal and prosecuted for drug offences, courts and jails are flooded with drug offenders, and violent criminal organizations struggle among themselves for control of the illegal drug trade. Illegal drugs are quite expensive and a great deal of money that could be used to buy other goods and services is spent by the public to obtain them. Some of the profits from the illegal drug trade are used to corrupt officials, and societies are unable to obtain the sales-tax revenues they would receive if recreational drugs were legalized. #5132

Societies and organizations do not plan or want to take responsibility for the negative consequences or the side effects of their actions. They are concerned with accomplishing goals, and doing what is necessary to obtain and protect resources. They are seldom concerned with the impact of their actions on individuals or the environment. Negative impacts of their actions are often denied and ignored, and critics and whistle blowers are frequently punished. Those who are negatively impacted must engage in a long, arduous, and expensive struggle in order to obtain token compensation. Examples with negative consequences include the sale of unhealthy food and drink and contaminated food and water; placement of ethnic, religious, political, and cultural groups in prisons and concentration camps; sale of medications with dangerous side effects: use of insecticides and herbicides; unexploded ordinance, such as cluster bombs and land mines; ethnic cleansing; war crimes; military operations which produce civilian casualties and refugees; industrial accidents; air and water pollution from industrial plants; mercury and asbestos pollution; radioactive pollution produced by uranium mining, nuclear accidents, and nuclear weapons; strip mining of minerals; disposal of hazardous wastes; police brutality; punishment of individuals for crimes they did not commit; prisoner abuse in jails and prisons; the impact of tobacco, alcohol, and food additives on health; appropriation of territory from native peoples; placing native peoples in reservations and residential schools; weapons testing; altering the environment through large-scale construction projects, such as dams and canals; habitat destruction; and global warming. Societies and organizations are not acting any differently than individuals act.

Individuals do not take responsibility for the negative impacts of their actions when they put pesticides on their lawns and gardens; purchase and discard items for temporary use, such as newspapers, books, films, toys, jewelry, and clothes; drive vehicles which produce pollution; use medications and other products tested on animals; go to zoos; introduce foreign species; buy meat from animals raised in factory farms; buy houses on land obtained by habitat destruction; and injure or kill members of others species when they walk, drive, or conduct activities outdoors. People are designed to get and keep resources. They are not designed to take responsibility for the side effects and long-term consequences of their actions, especially when taking responsibility would interfere with getting and keeping resources.

Societies seek to get other societies to adopt their models. Governments and organizations use various means to obtain cooperation in foreign countries. These include trade agreements, foreign aid, bribes, financing political opponents, training and arming insurrections, and assassinations. Promises are made and treaties are drawn up to accomplish goals. These may be ignored at a later date when it is expedient to do so. Governments may attempt to topple foreign leaders who interfere with their efforts to obtain resources.

When one population conquers another group or in some way controls their resources, then that population is able to impose its models on the other group. The models they impose may involve language, economics, politics, warfare, religion, family structure, law, education, human rights, entertainment, and/or clothing styles. For example, European and North American societies have had considerable success in other parts of the world in getting local populations to adopt Christianity, democracy, capitalism, and monogamy, as well as western clothing, music, sports, television, and movies. Present efforts are directed at getting nonwestern populations to adopt western models regarding environmental protection, recreational drugs, the rights of women and children, and the recognition of those below eighteen years of age as children.

Despite the efforts and numerous successes by societies to establish consistency, individuals and groups pursue many of their own models. An enormous variety of interests, activities, and designs are constantly being generated within a population. Individuals and groups develop

novel businesses, hobbies, music, art, and sports. They write original books, invent new recipes, design new styles of clothing, and develop new sciences. A population also puts the facilities provided by a society to a great variety of original uses. Consider how many diverse endeavors are pursued using cars, trucks, buses, trains, planes, and/or ships. For example, ships can be used for transporting minerals, catching and processing fish, taking passengers on a luxury cruise, waging war, smuggling drugs, or transporting illegal emigrants. Similarly, communication systems, such as telephones and the Internet, and information systems, such as libraries and bookstores, are put to a multitude of intended and unintended uses. A society is unable to control all of the individual models developed and pursued by its population. While a society is busy focusing on and trying to control a particular model, countless new models keep appearing. There is a great deal of ignorance about what different people are doing and why they are doing so. Individuals are normally too busy pursuing their own models to pay much attention to the models used by others, and it takes considerable effort to find out what others are doing. We have to devote our time and energy to our own endeavors, and have little time and energy left to worry about what others are doing except when it interferes with our own endeavors. As a result societies fall far behind in controlling behaviors that certain members of the society would want to have controlled.

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SOURCES OF PHOTOGRAPHS

- A. D. Anonymous donor
- B. C. Barbara Currie
- E. T. Elizabeth Thai
- G. D. Graham Diamond
- G. W. Gertrude Wills
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PHOTOGRAPHS OF ESTABLISHING CONSISTENCY

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- 1. Efforts to influence others
- 2. Enforcers
- 3. Using restraints
- 4. Obedience
- 5. Conflicts between those holding different models
- 6. Playful conflict

1. Efforts to influence others

- **1.** Smiling face in an advertisement of cameras on a billboard. Canada.
- **2.** Smiling advertisement promoting beer. Montreal, Canada.
- **3.** Advertisement, which states "Smile! Print ideas," outside a business. Santo Domingo, Dominican Republic.
- **4-5.** Smiles and laughter in advertisements for a business which sells condoms. Tokyo, Japan. E.T.
- **6-7.** Smile on a float advertising an airline company. Old Home Week parade, Charlottetown, PEI. (Prince Edward Island, Canada).
- **8.** Pictures of smiles in the windows of a dental office which advertises "smile design." The telephone number of the office is 604-64-SMILE and the Internet address is *lovemysmiledental.com*. Vancouver, BC (British Columbia), Canada.
- **9.** Float promoting Prince Edward Island potatoes. Old Home Week parade, Charlottetown, PEI.
- **10.** Boat towing an advertisement for a telecommunications company. Halifax harbor, Halifax, Nova Scotia.
- **11.** Advertisement promoting an automobile insurance company which is towed by an airplane above the beach of a beach resort area during spring break for college students. Panama City Beach, Florida.
- **12.** Standing in the street using flags and a sign to get people to rent a parking space at this location when they attend a sporting event. Los Angeles, California.
- **13.** Float in the yearly Old Home Week parade. Charlottetown, PEI
- **14.** Statement on sign outside a church. Charlottetown, PEI.
- 15. Passing out flyers on Yonge Street in Toronto. The flyer states that people in society today have been deliberately led away from God's Ten Commandments; but they should follow God's true church, which is spiritual, instead of belonging to the false churches which teach the doctrines of men. The notice on the briefcase reads, "Society today has become lost and sick exactly as the Bible said it would become, near the end!" Ontario, Canada.

- **16-27.** Political murals in loyalist and republican areas of Belfast, Ireland, H.S.
- **28-29.** Election posters. Charlottetown, PEI.
- **30.** Statement on the back of a truck about a political party. Charlottetown, PEI.
- **31.** A section of an election poster has been painted over with the words "Murderer and Thief." Santo Domingo, Dominican Republic.
- **32-33.** Political rally. Berlin, Germany. H.S.

2. Enforcers

- **34.** Children are supervised by adults on a playground slide. Canada Day celebration, Summerside, PEI.
- **35.** Child sitting on the lap of a man dressed as Santa Claus. Parents use the possibility of receiving gifts from Santa Claus to try to get their children to behave as the parents want. Toronto, Canada, H.H.
- **36-38.** Participants in a game of musical chairs scramble for the remaining chairs. Participants and observers point their fingers at a male player who tries to sit on a chair already occupied by another player. At the beginning of a game of musical chairs each participant has a chair. When the music plays the participants circle the chairs and one chair is removed. Therefore there is now one less chair than the number of participants. When the music stops each person has to sit down in a chair, and the person without a chair has to leave the game. Toward the end of the game there are only two players left and one chair. The winner is the person who gets the last chair. Charlottetown, PEI.
- **39-40.** Judges decide which puck is closest to the center line in a rink. This "puck toss" was held to raise money for a charity. Children pay for a puck and throw it from the stands during the half-time intermission in order to win prizes, such as a free pass to the movie theater. After the judges reach their decision, children in hockey outfits collect the pucks and put them in containers. Charlottetown, PEI.

- **41-42.** Referees officiating during a hockey game. Charlottetown, PEI
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- **47.** Policeman writing a ticket. Charlottetown, PEI.
- **48-49.** Policeman stopping a car and redirecting it away from a parade route. Old Home Week parade. Charlottetown, PEI.
- **50-53.** Towing a car away that is illegally parked on a parade route. Charlottetown, PEI.
- **54-59.** Police directing pedestrians and vehicles on a Sunday. Tokyo, Japan. E.T.
- **60-61.** Official group of six cars traveling on the divided highway between Can Tho and Ho Chi Minh City, Vietnam. The first and last cars are police cars with sirens wailing and lights flashing. Policemen in the front and back seats of the first car and in the front seat of the last car use batons and white gloves to motion the other vehicles on this side of the highway to pull over and stop until they have passed.
- **62-65.** Police closing street to pedestrians so it can be returned to vehicles. Gion Matsuri festival. Kyoto, Japan. E.T.
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- **68-75.** People constrained from crossing the street by a metal fence and street guards during an international bicycle race. The street guards block foot traffic at the intersection with their bodies. People hurrying to cross the street between laps of the bicycle race. Charlottetown, PEI.
- **76-88.** Security personnel taking measures to protect a British royal couple (Prince William and his wife Kate) during a visit to PEI. Instead of stopping in the street, the car has driven up on the

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- **89.** Police car. Belfast, Ireland. H.S.
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- **91-94.** Chasing, catching, and holding a girl. Central Highlands, Vietnam. E.T.
- **95-96.** Escorting a drunken man away from a major parade area. Old Home Week parade, Charlottetown, PEI.
- **97-103.** Police make arrests. Brussels, Belgium. H.H.
- **104.** Yeoman Warder instructing tourists. Tower of London, London, England.
- **105.** Directing traffic. Bangkok, Thailand. H.S.
- Tourist policeman to help to protect tourists from terrorists at an archaeological site. Thebes, Egypt.
- **107.** Greek soldier. Athens, Greece.
- **108.** Royal Canadian Mounted Police walk together in a parade. Old Home Week, Charlottetown, PEI.
- 109-110. Palace guard. Bangkok, Thailand. G.D.
- **111-112.** Soldiers outside the Forbidden City. Beijing, China. H.S.

3. Using restraints

- **113-114.** Prisoners secured by rope. Karnac Temple complex. Luxor, Egypt.
- **115.** Child on a leash. Charlottetown, PEI.
- **116-117.** Children fastened together to keep them from straying in downtown Toronto. Ontario, Canada.
- **118.** Children held by their hands. Charlottetown, PEI.
- **119-120.** The woman has moved a cart of books to block the aisle and keep her child from wandering in a bookstore. Charlottetown, PEI.
- **121.** Children in a crib. USA. G.W.
- **122.** Child in a movable restraint. Thot Not, Vietnam. H.H.
- **123-124.** Provincial prison. Prince Edward Island.
- **125.** Holding cell. Metropolitan Police Museum. Toronto, Ontario, Canada.
- **126.** Prison area and buildings surrounded by razor wire and a fence. Northern Florida, USA.

4. Obedience

- Moped and motorcycle riders wearing helmets in compliance with the law. Ho Chi Minh City, Vietnam.
- **128-129.** Drivers and riders obeying traffic signals and waiting at a red light for the light to turn green. Can Tho, Vietnam.
- **130-132.** Pedestrians and vehicles obeying street lights and taking turns crossing at the intersection. Shibuya Crossing, Tokyo, Japan. E.T.
- Drivers obeying the road crew and taking turns using a single lane at a highway construction site. King's County, PEI (Prince Edward Island, Canada).
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- **136.** Depositing money in a parking meter. Charlottetown, PEI.

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- **147-150.** Children consuming bottles of chocolate milk because they are not allowed to take bottles of liquid through airport security. Charlottetown, PEI.
- **151.** Woman standing still and holding up her arms while she is checked for concealed weapons by an airport security employee. Charlottetown, PEI.
- **152.** Dolphins jumping together at a tourist attraction. Marineland, Florida. H.S.

5. Conflicts between those holding different models

- A local bully, the striped cat, attempts to intimidate and drive off the white cat, who lives in a different apartment in the same apartment house. This occurs on a porch at the back of the apartment building. Charlottetown, PEI (Prince Edward Island, Canada).
- **154-164.** Two raccoons fight over access to a begging area at a picnic table. Before the fight the raccoon with darker vertical stripes on its forehead begs at the picnic table. After the fight the raccoon with lighter vertical stripes on its forehead begs at the picnic table. A woman at the table attempts to shoo a raccoon away from the table. Stanley Park, Vancouver, BC (British Columbia, Canada).
- **165-181.** The initial photo shows the setting, which consists of a field in the background and a lawn in the foreground. Notice the two wooden poles at the right edge of the field just to the left

of the young trees. Notice another short diagonal pole at the left of the photograph on the lawn. The second photo shows a hole dug into the thick mat of plant material of the field next to the two wooden poles by the fox in its efforts to capture a rodent. In subsequent photos the fox digs into the plant material surrounding the two poles, flushes a rodent and chases it into the field, captures it and places the rodent (which may be injured) on the lawn near the diagonal pole where it is unable to hide, and finally carries it away. Stratford, PEI.

- **182-184.** Military opponents are executed. Replica of the Narmer Palette from Egypt, Royal Ontario Museum, Toronto, Ontario, Canada.
- **185-186.** Killing lions in Assyria. British Museum, London, England.
- **187.** Minoan boxers in combat. National Archaeological Museum, Athens, Greece.
- **188.** Bison killing a dog while it is being killed by a man. Tiergarten, Berlin, Germany. H.S.
- **189-190.** Public demonstration by strikers. Athens, Greece.
- **191-200.** Hockey players on two opposing teams struggle for possession of the puck. Charlottetown, PEI.
- **201-202.** A local bully, a boy about four or five years old, has just gestured with his fists to try to drive away other children on the road that runs past his family's house. The largest child, a girl, is not intimidated and appears amused by the situation. Thot Not. Vietnam.
- **203-229.** A woman with a dog argues with a traffic patrolwoman, or "meter maid," over having her car towed from a temporary no-parking zone. Numerous swearwords have been omitted. Vancouver, BC.
- **230-232.** A person hides his identity, paints a graffiti design on a downtown fence, and flees the area. The city government and local businesses consider this defacing the downtown area, and they have spent a considerable amount of money removing graffiti and trying to catch those who do it. Charlottetown, PEI.
- **233.** Painting of an octopus in combat with a killer whale. Alert Bay, Vancouver Island, BC.

- 234. Sculpture of "Dueling Dragons" at the entrance to a pair of roller coasters that appear to fight with each other during the ride. Universal Studios, Kissimmee, Florida.
- **235-237.** A sculpture of two cartoon characters, Ignatz Mouse and Krazy Kat. In the cartoon Ignatz regularly throws bricks at Krazy Kat. Universal Studios, Kissimmee, Florida.

6. Playful conflict

- 238-239. Foxes playing in winter. Stratford, PEI.
- **240-241.** Playful struggle for possession of a toy. Charlottetown, PEI.
- **242.** Three girls in the process of shoving a male into the swimming pool at a pool party. Angeles, the Philippines. H.S.
- **243-244.** Tourists in a replica of an ancient Egyptian chariot pretend to fight with each other. Dr. Ragab's Pharaonic Village, Cairo, Egypt.

PHOTOGRAPHS OF ESTABLISHING CONSISTENCY

Contents

- 1. Efforts to influence others
- 2. Enforcers
- 3. Using restraints
- 4. Obedience
- 5. Conflicts between those holding different models
- 6. Playful conflict

Note: There is more information provided in the list just above than in the captions below.

1. Efforts to influence others



1. Smiling face in an advertisement for cameras. Canada.

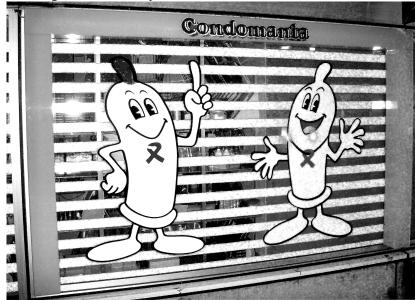


2. Smiling advertisement promoting beer. Montreal, Canada.

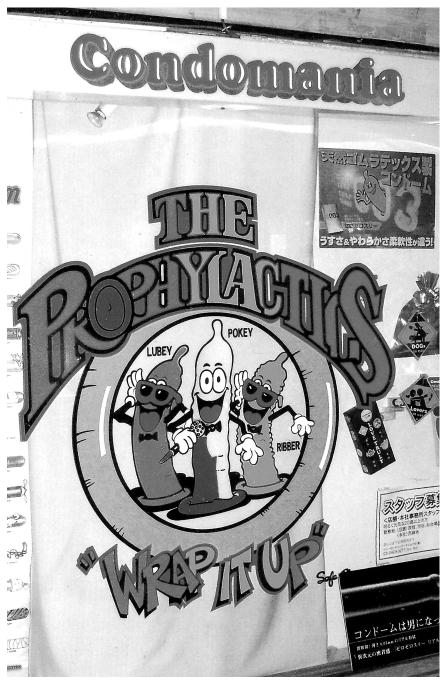
Efforts to influence others continued



3. Advertisement which states, "Smile! Print ideas," outside a business. Santo Domingo, Dominican Republic.



4-5. Smiles and laughter in advertisements for a business which sells condoms. Tokyo, Japan. E.T.

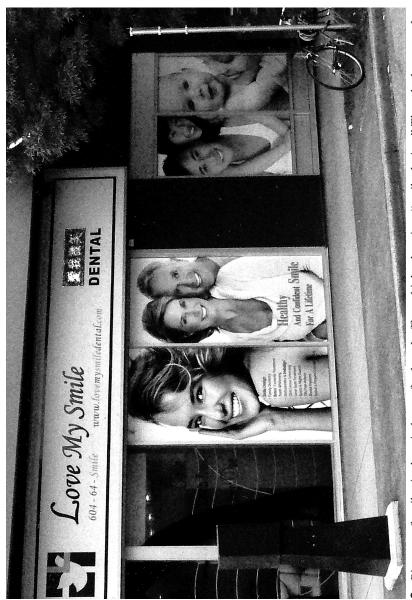


Efforts to influence others continued



6-7. Smile on a float advertising an airline company. PEI.





8. Pictures of smiles in the windows of a dental office which advertises "smile design." The telephone number of the office is 604-64-SMILE and the Internet address is www.lovemysmiledental.com. Canada.

Efforts to influence others continued



10. Boat towing an advertisement for a telecommunications company. Halifax, Canada.



9. Float promoting Prince Edward Island potatoes. PEI.

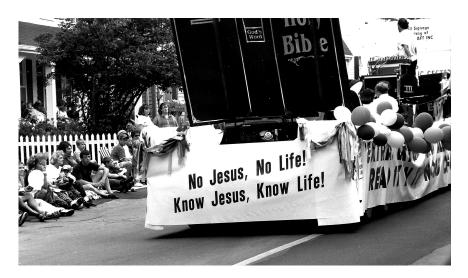


11. Advertisement towed by an airplane which promotes an automobile insurance company. Panama City Beach, Florida.

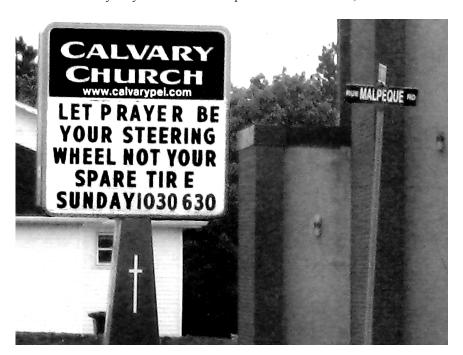


12. Standing in the street using flags and a sign to get people to rent a parking space at this location when they attend a sporting event. Los Angeles, USA.

Efforts to influence others continued



13. Float in the yearly Old Home Week parade. Charlottetown, PEI.



14. Statement on a sign outside a church. PEI.



15. Passing out flyers on Yonge Street in Toronto, Canada.



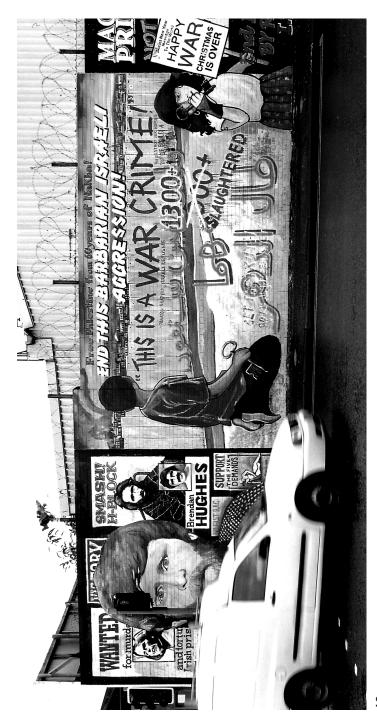
16-27. Political murals in loyalist and republican areas of Belfast, Ireland. H.S.



Efforts to influence others continued



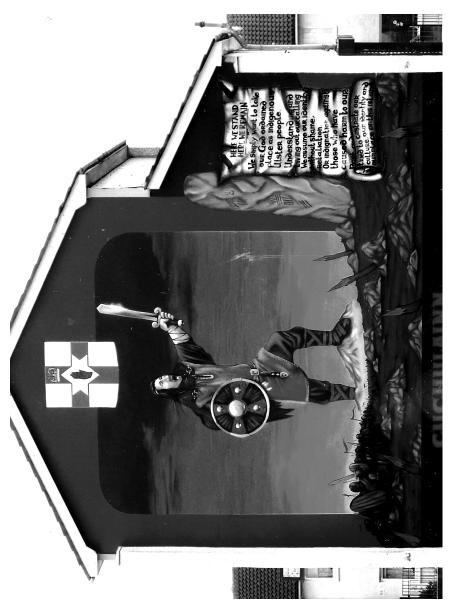
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Efforts to influence others continued





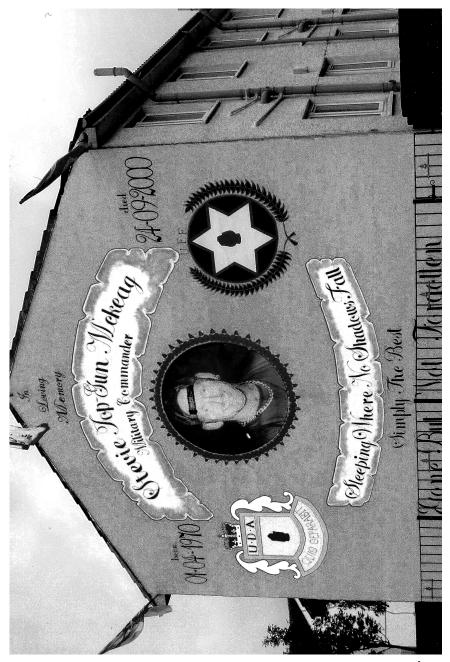
Efforts to influence others continued



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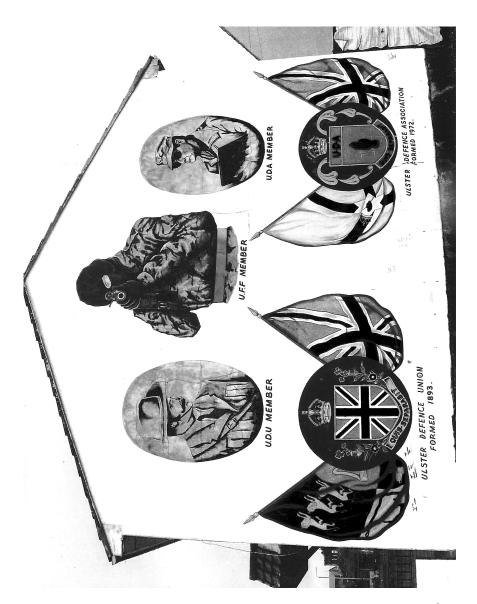


Efforts to influence others continued





Efforts to influence others continued

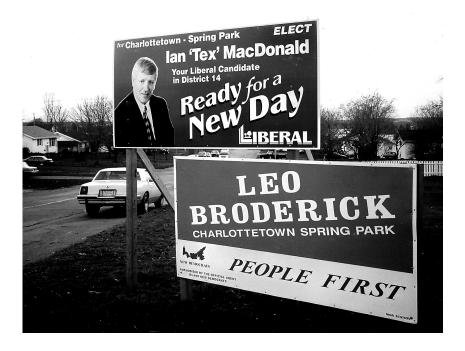




Efforts to influence others continued

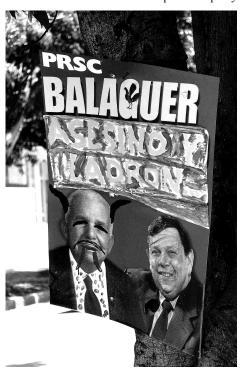


28-29. Election signs. Charlottetown, PEI.





30. Statement on the back of a truck about a political party. PEI.



31. A section of an election poster has been painted over with the words "Murderer and Thief." Santo Domingo, Dominican Republic.

Efforts to influence others

Efforts to influence others continued



32-33. Political rally. Berlin, Germany. H.S.



33.

2. Enforcers



Children are supervised by adults on a playground slide. PEI.



35. Child sitting on the lap of a man dressed as Santa Claus. Parents use the possibility of getting gifts from Santa to try to get their children to behave as the parents want. Toronto, Canada. H.H.



36-38. Participants in a game of musical chairs scramble for the remaining chairs. Participants and observers point their fingers at a male player who breaks the rules by trying to sit on a chair already occupied by another player.





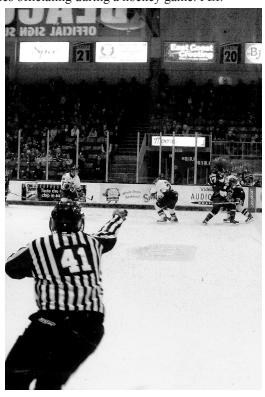


39-40. Judges decide which puck is closest to the center line in a rink. This "puck toss" by children was held to raise money for a charity. After the decision by the judges, children in hockey outfits collect the pucks and put them in containers. PEI.





41-42. Referees officiating during a hockey game. PEI.



Enforcers continued



43-44. Traffic police observe riders and drivers at a major rotary. Their motorcycles are at the left. They are watching for speeders, riders without helmets, and underage riders. Vietnam.

790



44.



45. Two traffic policemen are on the motorcycle which is closest to the camera. Vietnam.



46. A traffic policeman writes a parking ticket. PEI.



47. Policeman writing a ticket. PEI.



48-49. Policeman stopping a car and redirecting it away from a parade route. Old Home Week parade, Charlottetown, PEI.





50-53. Towing a car away that is illegally parked on a parade route. Charlottetown, PEI.





52-53.





54-59. Police directing pedestrians and vehicles on a Sunday. Tokyo, Japan. E.T.





56-57.





58-59.





60-61. Official group of six cars traveling on a divided highway in Vietnam. The first and last cars are police cars with sirens wailing and lights flashing. Policemen in the front and back seats of the first car and in the front seat of the last car use batons and white gloves to motion the other vehicles on this side of the highway to pull over and stop until they have passed.





62-65. Police closing the street to pedestrians at night so it can be returned to vehicles. Gion Matsuri Festival. Kyoto, Japan. E.T.





64-65.

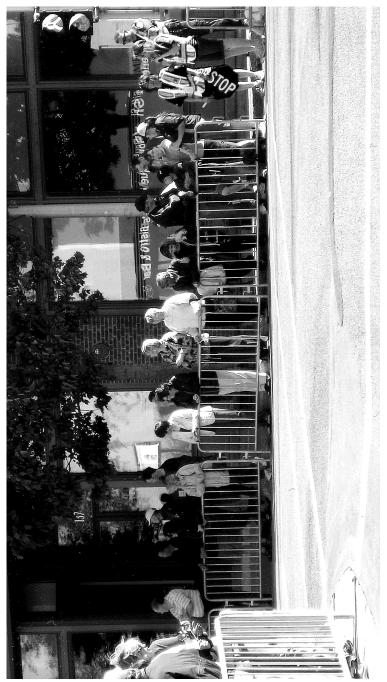




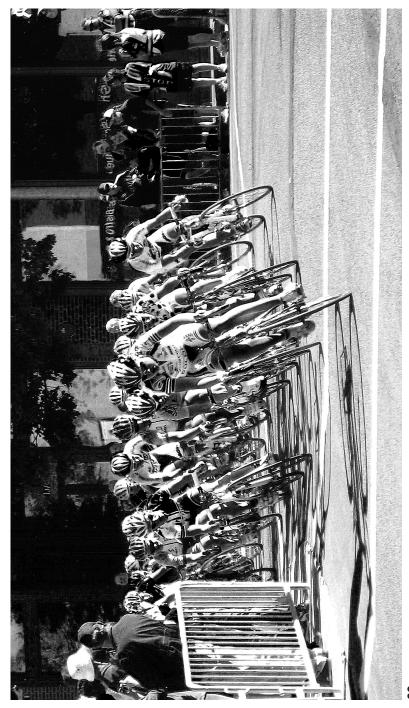
66-67. "Anti-smoking while walking" police. The sign in English on the policeman's back reads, "Smoking on the street is prohibited." Tokyo, Japan. E.T.



67.



68-75. People constrained from crossing the street by a metal fence and by street guards during an international bicycle race. The street guards block foot traffic at the intersection with their bodies. People hurrying to cross the street between laps of the bicycle race. Charlottetown, PEI.



Enforcers continued



70-71.





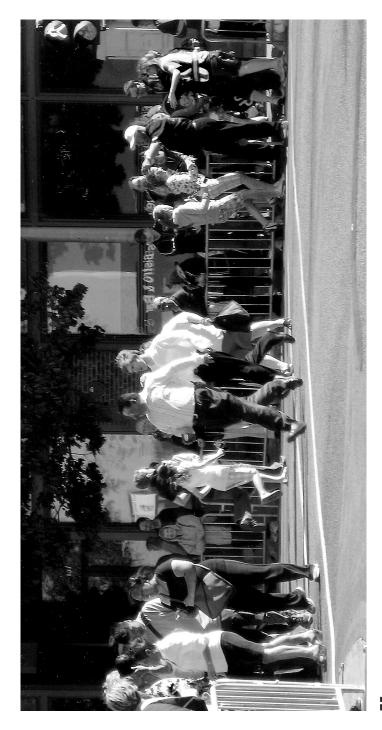
72-73.

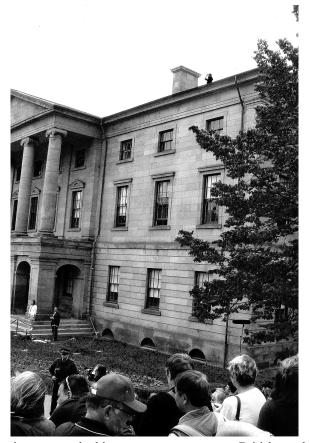


Enforcers continued

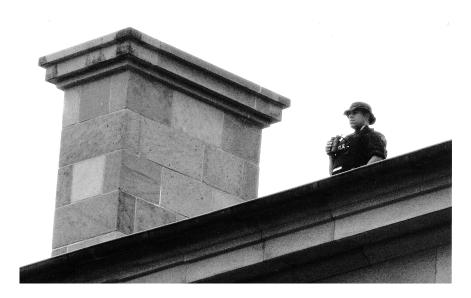


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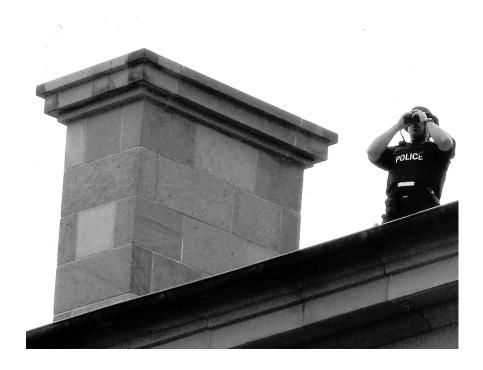




76-88. Security personnel taking measures to protect a British royal couple (Prince William and his wife Kate) during a visit to PEI. Instead of stopping in the street, the car has driven up on the walkway close to the door of the Province House and personnel check the area before the royal couple get out of the car. The man on the roof of the Province House checks for threats. The public is kept some distance from the couple by metal fences and police are present to prevent members of the public from crossing the fence. The royal couple travel a short ride of several blocks from the Province House to the waterfront in a carriage. Two rows of mounted RCMP are positioned directly in front and another two rows directly behind the carriage. Many RCMP hold lances or unsheathed swords. Two RCMP officers ride at the back of the carriage and additional RCMP walk alongside the carriage. As a result the bodies of the RCMP are frequently between the public and the royal couple in the carriage. Other police are stationed at intervals along the route to watch the crowd as the procession travels down the street. Charlottetown, PEI.



77-78.





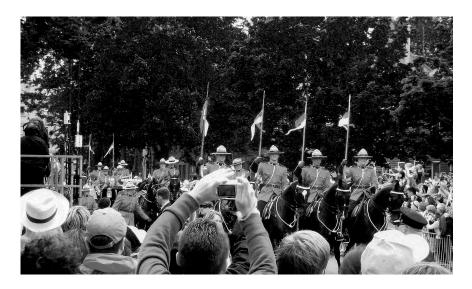
79-80.





81-82.





83-84.





85-86.



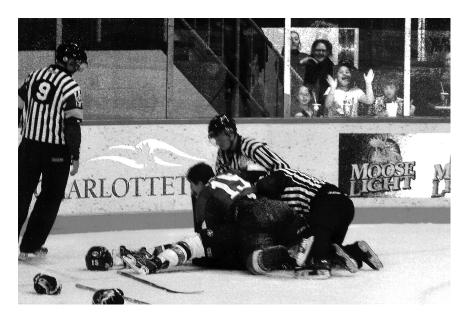


87-88.





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Enforcers continued



91-94. Chasing, catching, and holding a girl. Vietnam. E.T.





93-94.



Enforcers continued



95-96. Escorting a drunken man away from a major parade area. Old Home Week parade, Charlottetown, PEI.





821

Enforcers continued



8



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Enforcers continued



<u>.</u>



Enforcers continued



102.



03.

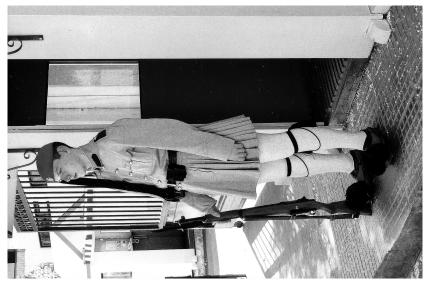
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105. Directing traffic. Bangkok, Thailand. H.S.



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106. Tourist policeman to help protect tourists from terrorists at an archaeological site. Thebes, Egypt.

Enforcers continued



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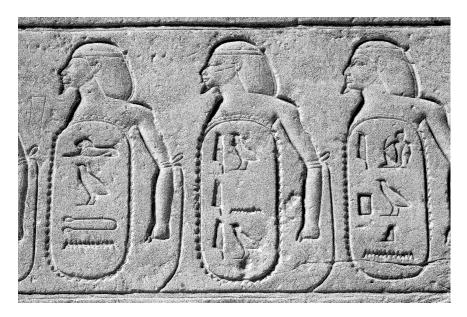


Enforcers continued

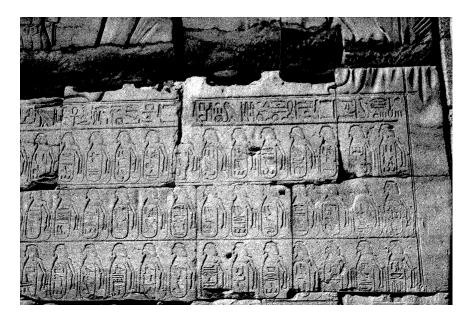


111-112. Soldiers outside the Forbidden City. Beijing, China. H.S.





113-114. Prisoners secured by rope. Karnac Temple complex, Luxor, Egypt.



Using restraints continued



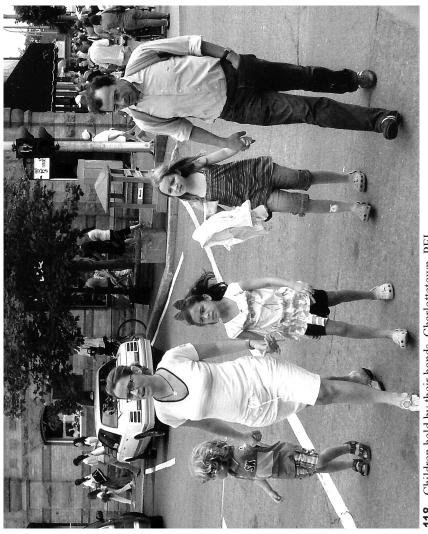
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Using restraints continued



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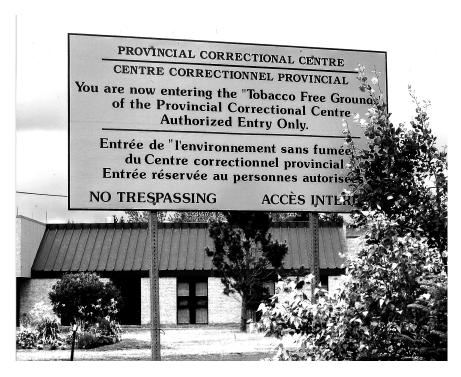
Using restraints continued



122. Child in a movable restraint. Vietnam. H.H.



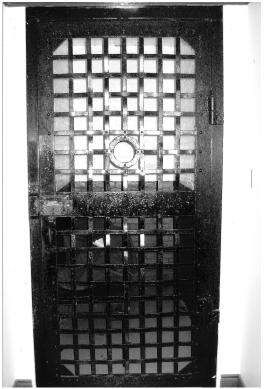
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Using restraints continued



125. Holding cell. Metropolitan Police Museum. Toronto, Canada.



126. Prison area and buildings surrounded by razor wire and a fence. Northern Florida, USA.

4. Obedience



841

Obedience continued



128-129. Drivers and riders obeying traffic signals and waiting at a red light for the light to turn green. Vietnam.



<u>1</u>39.

Obedience continued



130-132. Pedestrians and vehicles obeying street lights and taking turns crossing at the intersection. Shibuya crossing, Tokyo, Japan. E.T.



131.

Obedience continued



32



133. Drivers obeying the road crew and taking turns using a single lane at a highway construction site. PEI.



134. Placement of garbage cans and bags of trash (for recycling) by home owners at the edge of the street for collection. They will not be collected if they are placed in the wrong locations and if they are not properly sorted. PEI.

Obedience continued

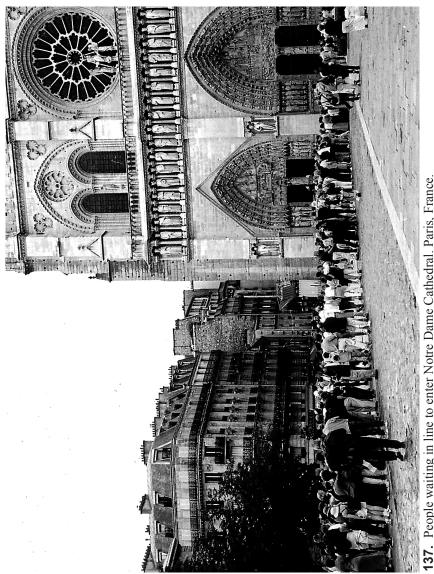


135. People parking in designated spaces. Greater Montreal area, Quebec, Canada.



136. Depositing money in a parking meter. Charlottetown, PEI.

Obedience continued

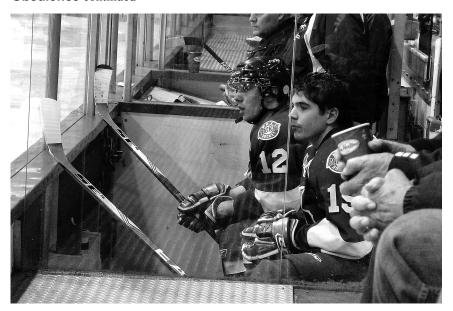


137. People waiting in line to enter Notre Dame Cathedral. Paris, France.



138. Children waiting in line for an opportunity to strike a piñata. Tea Hill Park, PEI.

Obedience continued



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141-142. A player returns to play after serving his penalty.



Obedience continued



143-146. Workers evacuate a building during a fire drill. They stand outside and later reenter the building when they are told that the fire drill is over. Toronto, Canada.





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Obedience continued



147-150. Children consuming bottles of chocolate milk because they are not allowed to take bottles of liquid through airport security. PEI.





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Obedience continued



151. Woman standing still and holding up her arms while she is checked for concealed weapons by an airport security employee. PEI.



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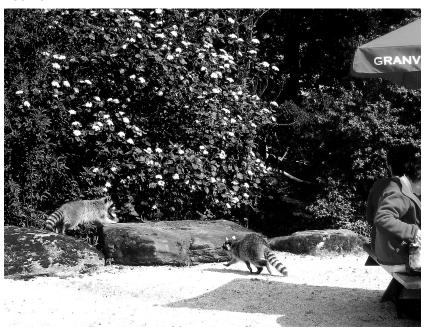
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Conflicts between those holding different models continued



156-157.





158-159.





160-161.





162-163.





164.



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Conflicts between those holding different models continued



166-167.





168-169.





170-171.





172-173.



Conflicts between those holding different models continued



174-175.





176-177.





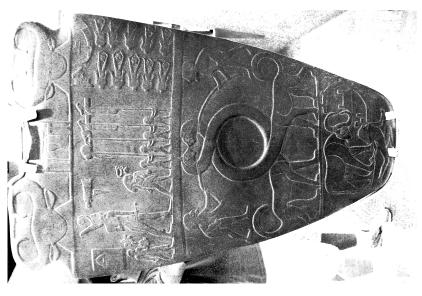
178-179.





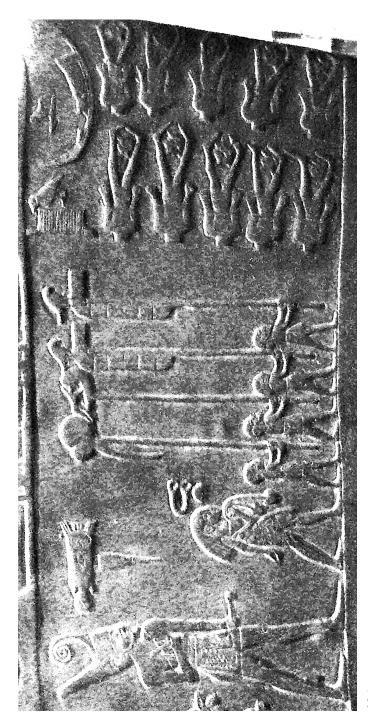
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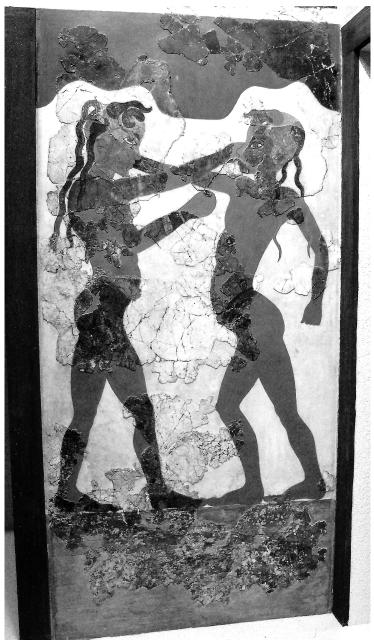
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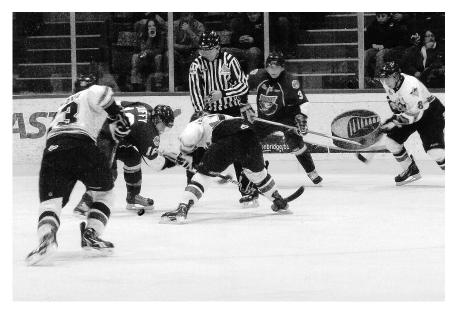
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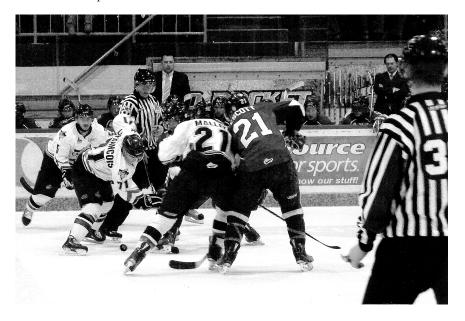
189-190. Public demonstration by strikers. Athens, Greece.



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191-200. Hockey players on two opposing teams struggle for possession of the puck. PEI.





193-194.





195-196.





197-198.





199-200.







201-202. A local bully, a boy about four or five years old, has just gestured with his fists to try to drive away other children on the road that runs past his family's house. The largest child, a girl, is not intimidated and appears amused by the situation. Vietnam.



203-229. A woman with a dog argues with a traffic patrolwoman, or "meter maid," over having her car towed from a temporary no-parking zone. Numerous swearwords have been omitted. Vancouver, Canada.



204-205.



Conflicts between those holding different models continued



206-207.









Conflicts between those holding different models continued



210-211.





212-213.





214-215.





216-217.





218-219.





220-221.





222-223.





224-225.





226-227.





228-229.



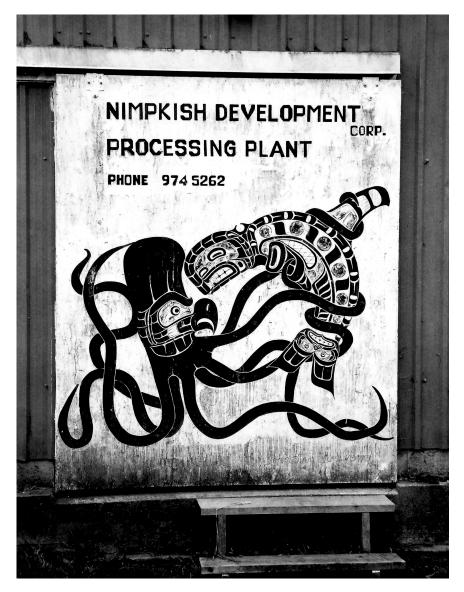


230-232. A person hides his identity, paints a graffiti design on a downtown fence, and flees the area. The city government and local businesses consider this defacing and hurting the downtown area, and have spent a considerable amount of money removing graffiti and trying to catch those who do it. Charlottetown, PEI.

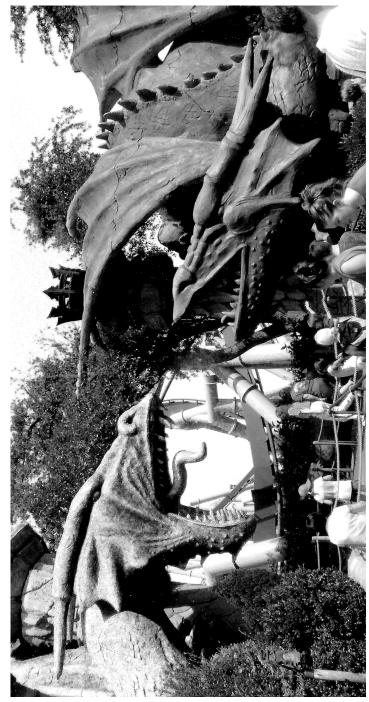


231-232.

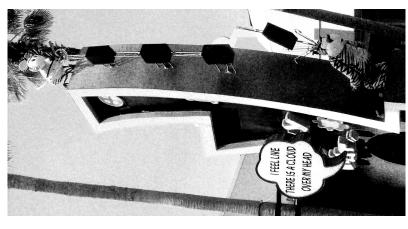


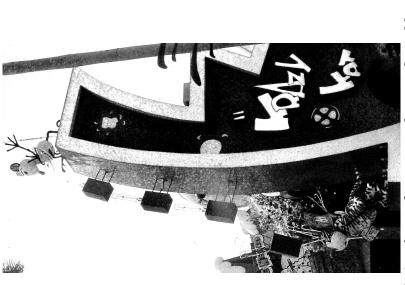


233. Painting of an octopus in combat with a killer whale. Alert Bay, Vancouver Island, B. C., Canada.



234. Sculpture of "Dueling Dragons" at the entrance to a pair of roller coasters that appear to fight with each other during the ride. Universal Studios, Kissimmee, Florida, USA.





235-237. A sculpture of two cartoon characters, Ignatz Mouse and Krazy Kat. In the cartoon Ignatz regularly throws bricks at Krazy Kat. Universal Studios, Kissimmee, Florida, USA



6. Playful conflict



238-239. Foxes playing in winter. Stratford, PEI.





240-241. Playful struggle for possession of a toy. PEI.



Playful conflict

Playful conflict continued



242. Three girls in the process of shoving a male into the swimming pool at a pool party. Angeles, the Philippines. H.S.

Playful conflict



243-244. Tourists in a replica of an ancient Egyptian chariot pretend to fight with each other. Dr. Ragab's Pharaonic Village, Cairo, Egypt.

